

IOM GLOBAL REPORT 2019

OPERATIONS AND EMERGENCIES



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IOM is committed to the principle that humane and orderly migration benefits migrants and society. As an intergovernmental organization, IOM acts with its partners in the international community to: assist in the meeting of operational challenges of migration; advance understanding of migration issues; encourage social and economic development through migration; and uphold the human dignity and well-being of migrants.

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Using Cash-Based Interventions, the IOM Shelter & WASH Units in Ethiopia are assisting displaced households to rebuild their lives. © IOM 2020/ Boshra KHOSHNEVIS

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INTRODUCTION TO IOM GLOBAL REPORT 2019

The International Organization for Migration (IOM) continues to be one of the largest agencies responding to crises, including conflict, violence, slow and sudden-onset disasters and epidemics. In 2019, the Organization's work on the mobility dimensions of crisis had an operational reach of over 28 million people,^[1] including internally displaced persons (IDPs), refugees and migrants either directly or as part of community-based programmes.

With more than 400 field offices worldwide, and a surged humanitarian capacity from the onset of a crisis, the Organization has unique comparative advantage. IOM's mandate and experience mean that it is present with the expertise and capacity to directly implement and to support the work of Member States and partners across the humanitarian, peacebuilding, migration management and development fields.

IOM is a leading actor in life-saving emergency responses, engaging actively in the humanitarian coordination system. It serves as a primary source of objective and impartial data on displacement. Its work in preparedness, disaster risk reduction and resilience help to prepare States and communities for and minimize the impacts of a crisis. As soon as a crisis occurs, IOM starts to prepare the ground for the progressive resolution of displacement, as well as for longer-term transition and recovery. Its presence all throughout a crisis cycle fosters trust and long-lasting relationships with populations, authorities and communities, resulting in holistic and localized approaches in support of national and local authorities.

This report provides a snapshot of IOM's crisis related activities in the areas of emergency preparedness and response, through transition and recovery as well as resettlement and movement management. The report is based on the inputs collected through the Organization's yearly reporting exercise, in which more than one hundred IOM country missions reported on direct or community-based assistance, technical support and capacity-building.

June 2020

[1] The term "operational reach" is used as the programmes and activities were designed to meet the needs of a given number of beneficiaries, however given the cross-sectoral nature of IOM's services, individual beneficiaries may have received multiple types of crisis-related assistance.



IOM has worked closely with relief agencies to continue providing IDPs in South Sudan with access to safe drinking water, primary health-care, shelter and other life-saving services. The fire heavily damaged humanitarian infrastructure in the Malakal PoC site in South Sudan, including IOM's new primary health-care facilities. IOM swiftly set up a temporary clinic to continue providing full primary health-care services. © IOM 2016 / Muse MOHAMMED

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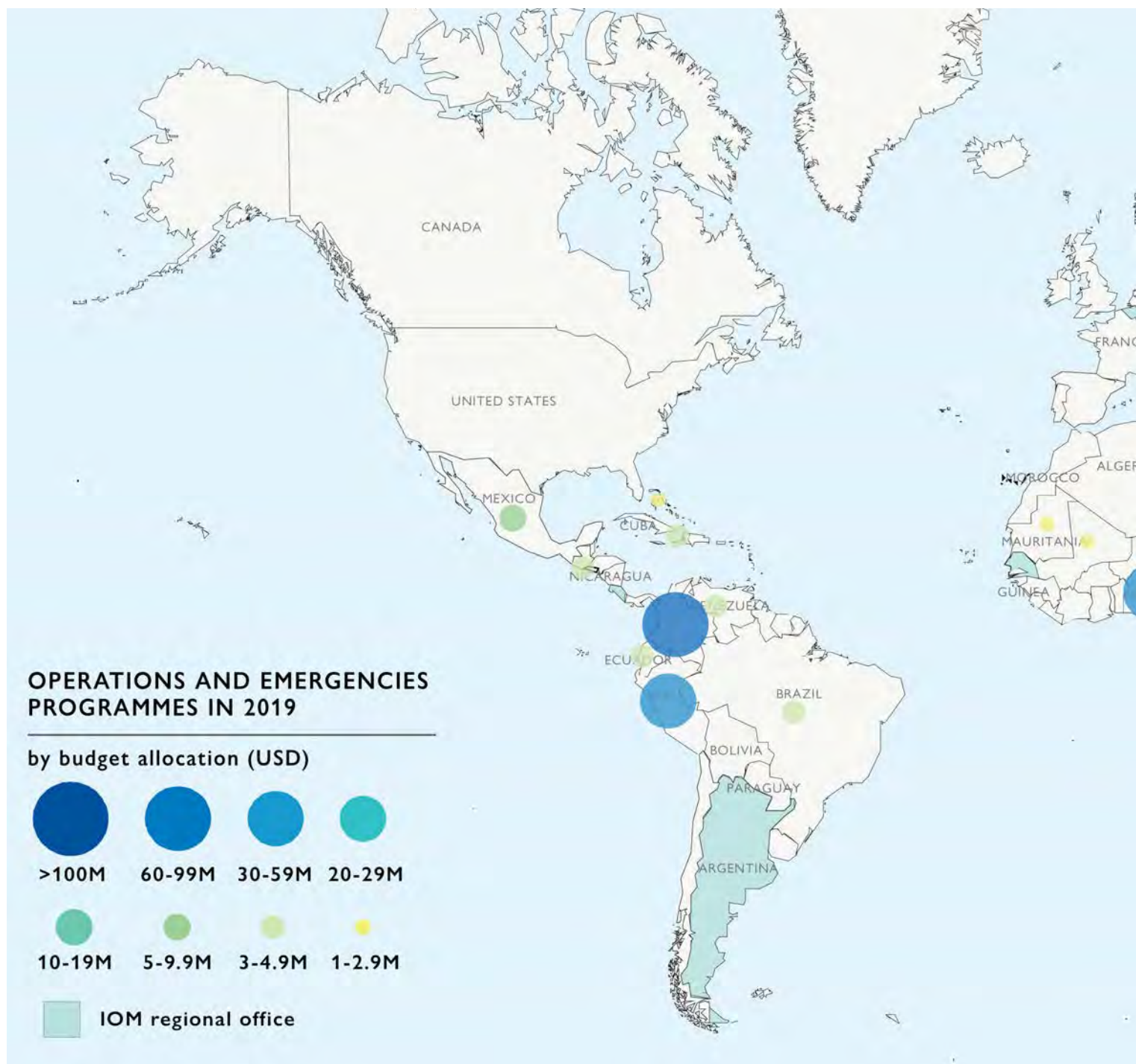
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LIST OF ACRONYMS

AAP	Accountability to Affected Population
AWD	Acute Watery Diarrhoea
AfDB	Africa Development Bank
AMID SLF II	African Union-United Nations Hybrid Operations in Darfur
AS	Al-Shabab
AoR	Areas of Responsibility
CCCM	Camp Coordination and Camp Management
CPAoR	Child Protection Area of Responsibility
CPHA	Child Protection in Humanitarian Action
CoP	Community of Practice
CVR	Community Violence Reduction
CBCMs	Community-Based Complaint Mechanisms
CBP	Community-Based Planning
CRSV	Conflict Related Sexual Violence
CT	Counter-Trafficking
DEWATS	Decentralized Wastewater Treatment System
DRC	Democratic Republic of the Congo
DDR	Disarmament, Demobilization and Reintegration
DRR	Disaster Risk Reduction
DRRM	Disaster Risk Reduction and Management
DDRR	Disengagement, Disassociation, Reintegration, and Reconciliation
DTM	Displacement Tracking Matrix
DSI	Durable Solutions Initiative
EWEA	Early Actions and Readiness Analysis
EVD	Ebola Virus Disease
EPMR	Emergency Preparedness and Monitoring Report
EMAP	Engaging Men through Accountable Practice
EOMs	EU Election Observation Missions
EGRIS	Expert Group on Refugee and IDP Statistics
FGS	Federal Government of Somalia
FMS	Federal Member States
FMPs	Flow Monitoring Points
GBV	Gender-Based Violence
GCG	Global Coordination Group
GOARN	Global Outbreak Alert and Response Network
GPC	Global Protection Cluster
GB	Grand Bargain
HLP	Housing, Land and Property
HC	Humanitarian Coordinator
HCT	Humanitarian Country Team
HNO	Humanitarian Needs Overviews
HPC	Humanitarian Programme Cycle

HRP	Humanitarian Response Plans
HDPN	Humanitarian-Development-Peace Nexus
HI	Humanity & Inclusion Unit
IST	Implementation Support Team
IDDRS	Integrated Disarmament, Demobilization and Reintegration Standards
UASC	Inter- Agency Task Force on Unaccompanied and Separated Children
IASC	Inter-Agency Standing Committee
IDPs	Internally Displaced Persons
INCAF	International Network on Conflict and Fragility
L3	Level 3
MASC	Mass Evacuation after Natural Disaster
MHPSS	Mental Health and Psychosocial Support
MCOF	Migration Crisis Operational Framework
MoEWR	Ministry of Energy and Water Resources
MINUSCA	Mission in Central African Republic
NFIs	Non-Food Items
OPAG	Operational Policy and Advocacy Group
OECD	Organisation for Economic Co-operation and Development
PBF	Peace Building Fund
PDD	Platform for Disaster Displacement
POE	Points of Entry
PMM	Population Mobility Mapping
PRD	Preparedness and Response Division
PSEA	Protection against Sexual Exploitation and Abuse
PoC	Protection of Civilian
REMAP	Regional Evidence for Migration Analysis and Policy
RG	Results Groups
SMSG-SCV	Secretary General on Sexual Violence in Conflict
S-NFI	Shelter and Non-Food Items
SSCoS	Social Cohesion and Stability in Slum Populations
JEP	Special Jurisdiction for Peace
SBPs	Standby partners
SAG	Strategic Advisory Group
MSB	Swedish Civil Contingencies Agency
ToRs	Terms of reference
IDMC	The International Displacement Monitoring Centre
ToT	Training of Trainers
TRD	Transition and Recovery Division
UNDIS	UN Disability Inclusion Strategy
UASC TF	Unaccompanied and Separated Children Task Force
UNCTs	United Nations Country Teams
WHO	World Health Organization
W5	Workstream 5

SITUATIONAL ANALYSIS



People affected by crises often face distinct vulnerabilities from those of the general population. As recently reported by the International Displacement Monitoring Centre (IDMC), global figures of internally displaced persons (IDPs) reached an all-time high at the end of 2019. Conflicts and disasters triggered 33.4 million new

internal displacements across 145 countries and territories. Disasters alone caused 24.9 million displacements in 2019 – the highest figure recorded since 2012 and three times more than displacements caused by conflict and violence. Protracted crises are compounded by the adverse effects of climate change as well as socio-economic instability all

SITUATIONAL ANALYSIS



This map displays countries with two or more DOE thematic areas of programming and excludes country offices with coordination and resources mobilization function also managing DOE fundings.

of which further exacerbate people's vulnerabilities and erode resilience capacities. In response, IOM continued to address the multifaceted challenges posed by crises around the world. It did so through engagement with inter-agency initiatives and using participatory and people-centred approaches. In addition, IOM endeavours to

implement its Grand Bargain commitments, including on the humanitarian-development-peace nexus (HDPN). The below provides a snapshot of IOM's crisis related activities in the areas of emergency preparedness and response, through transition and recovery as well as resettlement and movement management.



A Syrian refugee woman in Basirma camp in Erbil, northern Iraq, works in a production workshop that provides local sweets making businesses with processed material to make sweets, Darashakran Camp. © IOM 2018 / Raber Y. AZIZ

SUB-SAHARAN AFRICA

In sub-Saharan Africa, migration is triggered by insecurity, harsh climatic conditions, public health emergencies as well as socio-economic factors including seasonal livelihoods. Conflicts and natural disasters continued in 2019, calling for crisis mitigation and stabilization measures together with the provision of humanitarian assistance. Efforts to bridge the humanitarian and development divide continued, with the full recognition that collaborative humanitarian, transition and recovery programming is a cornerstone of resilience and sustainability.

SOUTHERN AFRICA

In March and April 2019 two cyclones hit **Comoros, Madagascar, Malawi, Mozambique and Zimbabwe**. These storms – some of the largest ever experienced on the continent – affected over 3.8 million and displaced over 650,000 people. Mozambique bore the brunt of cyclones Idai and Kenneth which triggered hundreds of thousands of displacements and destroyed homes, infrastructures and crops. The magnitude of the disaster in Mozambique led to the activation of a system-wide Level 3 (L3) response and the immediate deployment of IOM humanitarian response capacities. This response reached over 500,000 people in need, including through the provision of longer-term assistance to over 100,000 people seeking durable solutions in the context of the recovery process.

The **Democratic Republic of the Congo (DRC)** has long been experiencing complex, and at times interlinked, challenges at national and local level. Armed and intercommunal conflicts, natural disasters and health epidemics continued to affect the lives of millions of Congolese and created one of the world's most complex, acute and long-standing humanitarian crisis. Nearly 1.7 million new conflict-related displacements were reported during 2019, a slight decrease in comparison to the previous years. However, during this same year, 233,000 new displacements due to disasters were reported – the highest figure ever for DRC. The outbreak of the Ebola Virus Disease (EVD) in the eastern provinces was the second largest and deadliest in history. Declared as a Public Emergency of International Concern, the outbreak further added to an already acute and persistent humanitarian crisis leading to the activation of an L3 emergency. In response, IOM adopted a human mobility centred perspective and deployed cross-border preparedness and response capacities to support the screening of over 116 million travellers at 108 points of entry and control. IOM teams assisted in the identification of 32 confirmed EVD cases and trained over 2,000 frontline workers.

EAST AND HORN OF AFRICA

The East and Horn of Africa had more than six million IDPs and over three million refugees and asylum seekers by the end of 2019. Countries in this region continued to experience significant levels of internal and cross-border mobility, including intra and extra-regional movements leading to some of the largest migration routes in the continent. New disasters, environmental degradation and the cumulative effects of years of conflict and instability in **Burundi, Ethiopia, Somalia** and **South Sudan** affected millions of people. In this context, the drivers of crisis and barriers to recovery at local and national level need to be addressed to build resilience, strengthen preparedness and reduce disaster risks. However, transitioning out of the immediate, emergency phase of those crises has revealed deeper and more complex impacts on the stability of affected areas. Moreover, the combination of protracted displacement and recurring crises like floods and droughts affecting most countries in the region during 2019 had a severe impact on the resilience of affected populations. For instance, countries like Ethiopia and Somalia continued to face some of the most complex human mobility environments, with a range of social, economic, political and climatic factors driving populations within and outside borders. The protracted nature of Somalia's crisis complicates the pursuit of long-term recovery and durable solutions for its more than 2.6 million IDPs and highlights the urgency to address the challenges associated with protracted displacement.

The displacement landscape in **Ethiopia** shifted significantly in 2019, with large returns of populations to their area of origin, which presented challenges to ensure sustainable reintegration and social cohesion. However, 1.6 million people remain displaced. To address these challenges, IOM continued to deploy integrated approaches that bridge humanitarian response with community stabilization, peacebuilding and reconciliation efforts to prevent and resolve displacement. In addition, IOM integrated disaster prevention and reduction measures to strengthen resilience and “Build Back Better” measures in recovery and reconstruction efforts.

WEST AND CENTRAL AFRICA

In West and Central Africa, insecurity and climate variability have forced shifts in the seasonal migratory routes of transhumance movements throughout the Sahel, and between the Sahel and coastal countries in West and Central Africa. The situation of displaced populations also further deteriorated, with a rapidly worsening crisis in the Northern and Eastern parts of Burkina Faso leading to the displacement of 550,000 people in 2019 and continuous crisis

SITUATIONAL ANALYSIS

and protracted displacement in Mali, Niger, Nigeria, Chad and Cameroon, with a total of over 5.8 million displaced in the entire region.

Through an evidence-based and conflict-sensitive approach, IOM provided support to the relevant governments to meet the multi-sectoral needs of IDPs and other crisis-affected communities through a wide array of interventions linking short and long-term interventions. IOM supported government responses ranging from immediate life-saving assistance to IDPs, to interventions seeking to create space for dialogue between communities aggrieved by shrinking access to natural resources, promoting a restoration of governance and contributing to reducing leverage used by violent extremist groups to exploit marginalized communities.

In addition, IOM has also played an increasingly large role in supporting evidenced-based approaches to transhumance mobility throughout West and Central Africa. With over 20 million people living from transhumance activity throughout the region, IOM has forged a strong partnership with the Regional Network of Pastoralists to support national pastoral organizations to establish an early warning and response system for mapping pastoralist movements and anticipating where clashes may occur to identify solutions for peaceful transhumance along and across borders. IOM has also extended its support to ECOWAS and its Member States for the development of common tools to improve the collective understanding of transhumance flows, thus contributing to peaceful transnational movement of herds. Since 2019, IOM is co-leading the regional Capacity for Disaster Reduction Initiative (CADRI) with FAO, facilitating a framework within which all UN agencies can convene to provide collective assistance to national authorities to mitigate the risks linked to natural disasters.

MIDDLE EAST AND NORTH AFRICA

The Middle East and North Africa region is entrenched in protracted crises of a regional magnitude, requiring continuous interventions to meet the growing operational challenges presented by conflict, displacement and irregular migration. **Syria** and **Yemen** remained L3 responses in 2019. While a vast majority of displacement was due to conflict and violence, natural hazards including floods also forced people to flee their homes in **different parts of the region**. **Iraq, Syria, Sudan** and **Yemen** experienced secondary displacements triggered by floods and storms. In this context, IOM's interventions in the region contributed to the provision of life-saving, humanitarian aid, along with reducing the impact of the political, social, security and economic destabilizing factors that could derail transition and

recovery processes, and hence contributed to the outcome of a sustainable, stable and regulated environment that paves the way towards durable solutions and long-term peace.

In **Iraq**, the humanitarian context entered a new stage with the post-conflict period, allowing for the return of over 4.6 million IDPs to their areas of origin. However, severe challenges in areas of displacement and in areas of return are still to be addressed. Moreover, 1.3 million people remain displaced. The closure of several IDP camps in 2019, led to the secondary displacement of many IDPs, whether to informal camps or urban areas where they live under vulnerable conditions. IDP and returnee dynamics are affected by the root causes of instability that affect the country at a macro level. The series of anti-government protests that started in October 2019 further exacerbated this already dire situation.

In **Libya**, the protracted armed conflict and political instability continued to negatively impact the lives of more than 3 million people across the country, resulting in the displacement of hundreds of thousands. Ongoing violence and disasters put many at risks of secondary displacement and lack of access limited the capacity to provide a comprehensive response to displaced populations. Migrants living in Libya (both in detention centres and in urban settings) continued to face significant protection concerns, including violence, exploitation, hazardous living conditions, and abuse at the hands of smugglers and traffickers.

The **Syrian conflict**, now in its tenth year, triggered 1.8 million new displacements in 2019, mostly in the north-east and north-west of the country. Through cross border programming, IOM continued to provide humanitarian supplies to IDPs in country, focusing on addressing both immediate needs and resilience objectives. With the conflict in Syria still ongoing and conditions generally deemed non-conducive or unsafe for return, most refugees are likely to remain in the main host countries such as Turkey, Jordan, Lebanon, Iraq and Egypt, in the short to medium-term. Voluntary returns to Syria remained very low, and resettlement of Syrian refugees to third countries has dropped significantly over the last years.

In **Sudan**, following months of civil unrest leading to the destitution of the government in April 2019 and a subsequent transition period, the country plunged into a political and economic crisis, leading to millions of people in need of humanitarian assistance, including over 2.1 million displaced people. While incidents of fighting have reduced considerably in recent years, the situation of people displaced due to decades of conflict remains unresolved.

In **Yemen**, widespread conflict and shifting frontlines, severe economic decline, food insecurity and the collapse of essential public services continued to take an enormous toll on the population – 80 per cent of which is in need of

humanitarian assistance – exacerbating existing vulnerabilities and leading to significant negative impacts on health and well-being. Needs are severe across mobile population groups and other communities affected by the conflict. In 2019, Yemen was hosting 3.65 million displaced persons as well as refugees and asylum seekers (277,820), mainly from Somalia and Ethiopia. Migrants also continued to be exposed to great risks when transiting the country, calling for increased support to stranded migrants in country. In 2019, over 138,000 irregular migrants arrived in Yemen, often in need of support and protection

ASIA AND THE PACIFIC

Asia and the Pacific is the world's most disaster-prone region. It faces both sudden and slow-onset natural disasters that affect hundreds of millions of individuals annually and result in significant displacement, loss of livelihoods and damage to infrastructure. In 2019, the region was impacted by earthquakes, floods, cyclones, volcano eruptions and droughts that triggered the displacement of 12.6 million people in highly exposed countries such as **Bangladesh, Indonesia, Japan** and **Philippines** as well as in small island states and territories such as **Republic of Marshall Islands** and **Vanuatu**. Furthermore, the region is compounded by long-standing conflicts, protracted crises and inter-communal tensions which profoundly undermine the capacity of recovery and stabilization of affected communities and further aggravate their vulnerabilities, notably in **Afghanistan, Myanmar, Pakistan** and **Papua New Guinea**. IOM works alongside regional institutions, Member States and communities to reduce exposure and vulnerability to risks, enhance resilience, and augment the capacity of crisis response agencies.

EUROPE

The number of arrivals to the European Union (EU) has continued in 2019, with over 128,000 arrivals recorded through different routes. War as well as political and economic instability in different regions of the world have increased the number of irregular migrants and asylum seekers entering this region. The **Eastern Mediterranean route** from **Turkey** to **Greece** and further into the Western Balkans to reach other EU countries continues to surpass both the **Western and Central Mediterranean routes** (respectively by sea to Spain and to Italy and Malta) as the main route taken by migrants and refugees travelling to the European Union, stretching the capacity of authorities along the route to respond. Since the signing of the EU-Turkey Statement and closure of the 'Balkan Route' as of March 2016, refugees and migrants have continued to attempt to reach the EU, including through overseas crossings from Turkey to Greece, overcrowding the islands' reception and identification centres as well as further through the Western Balkans creating pockets of vulnerable stranded migrants with humanitarian needs, especially in **Bosnia Herzegovina**. In **Ukraine**, the conflict in the eastern regions has entered its sixth year and is characterized by frequent military escalations and ceasefire violations, disrupting the lives of millions of civilians exposed to active hostilities. The conflict has also displaced over 1.4 million people according to the Ministry of Social Policy of Ukraine. Given the protracted nature of the crisis, the need for humanitarian assistance and support from IOM remained important, with IDPs and returnee hosting communities requiring assistance and support in the development of long-term sustainable solutions for integration, recovery and peacebuilding.

LATIN AMERICA AND THE CARIBBEAN

Latin America and the Caribbean faces chronic natural disasters and instability. In the **Bolivarian Republic of Venezuela** political instability, a deteriorating socio-economic situation, growing insecurity and violence continued to put pressure on an already stressed population. As a result, at the end of 2019, more than 4.5 million refugees and migrants from the Bolivarian Republic of Venezuela in need of basic services, livelihood solutions and international protection had left their country. Of these people, 3.7 million have moved to 17 middle-income countries in the region, leading to the biggest population movement in Latin America's recent history. In the Caribbean, on 1 September 2019, Hurricane Dorian, one of the most powerful storms ever recorded in the Atlantic, caused catastrophic flooding and devastated several areas in the north-western part of **The Bahamas**, affecting over 76,000 people. After Hurricane Dorian hit The Bahamas, a humanitarian response was mobilized both in collective centres and in host communities. IOM monitored the repatriation of 1,022 Haitian stranded migrants from The Bahamas as of December 2019. In Central America, insecurity, violence, prolonged drought, shortage of food, and fragile economies in **Honduras** and **Guatemala** triggered flows of over 4,000 migrants by land (so-called migrant caravans) towards the United States, many of whom were stranded in Mexico.

SITUATIONAL ANALYSIS

PROVIDING LIFE-SAVING SUPPORT

Coordination role in **74** cluster/sector/working groups
across **39** countries



Strengthened **emergency preparedness** institutional capacities and
risk mitigation measures



53 surge staff involved in **250** deployments to
61 country operations



28 countries with active **CCCM** operations. **1,300** sites supported.
Pursued efforts to address GBV risks in displacement settings.



Water, sanitation and hygiene (WASH) operations in **27** countries
outreaching services to an est. **6.7** million people

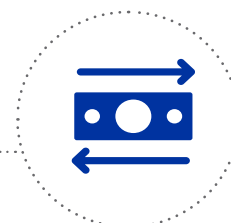


A group of young Turkish and Syrian girls play with building blocks at Iskenderun Youth Centre. © IOM 2018

Shelter / NFI operations in **41** countries reached
4 million people in need



917,000 individuals supported through **cash-based Interventions**
in **28** countries



Nearly **500,000** people supported with **protection** interventions and programming
in **31** countries



Emergency health operations in **31** countries with
3,665,920 primary health care consultations conducted.

31 outbreak/rapid response teams deployed



362,256 people assisted with mental health and psychosocial support (MHPSS)

169 countries supported in conducting **movement operations**
for **225,015** persons.



SITUATIONAL ANALYSIS

INFORMING EVIDENCE-BASED ACTIONS

IOM's Displacement Tracking Matrix (DTM) is an information system and set of tools developed to gather and analyse data to disseminate critical multi-layered information on the mobility, vulnerabilities, and needs of displaced and mobile populations that enables decision makers and responders to provide these populations with better context specific assistance. In 2019, 81 per cent of the Humanitarian Needs Overviews (HNO) and Humanitarian Response Plans (HRP) used DTM as full or partial data source for IDP numbers.

Tracking and monitoring of displacement and needs were met for

over
24.9 m
IDPs

16.5 m
IDPs
returnees

4.6m
returnees
from abroad

DTM operated in

78
countries

Migration flow analysis collected

60
countries

Data collectors

6,170

Technical specialists

437

Reports and mapping products produced

1,620

ADDRESSING THE DRIVERS AND LONGER-TERM IMPACTS OF

CRISIS AND REDUCING DISASTER RISK

76

Countries

343

Active projects

5,220

Communities

est.
3.6m

Individuals supported

73%

Multi-year

154

Initiatives using the **community stabilization approach** reaching an est. **1.9 m** individuals across **1,079** communities

28

Initiatives specifically contributing to **durable solutions** in **972** communities

26

Disaster risk reduction and resilience initiatives across **15** countries

87

Peacebuilding, disarmament, demobilization and reintegration and preventing violent extremism initiatives working in **2,685** communities

172

Initiatives with components focused on issues of **land, property and reparations**

FUNDING OVERVIEW

Crisis related activities amounted to

USD
1.248
billion

Expenditure on crisis related activities
grew by

23%
compared to
2018

Preparedness and response programming
was the largest component of crisis
related expenditure

USD
689 m
55% of the
total

From a regional standpoint, the largest expenditure was allocated to IOM's Middle East and North Africa operations (25%), followed by operations covering the East and Horn of Africa (17%) and the European Economic Area (16%). These three regions concentrated half of crisis related expenditures for 2019.

IOM's volume of operations in 2019 grew most significantly in Greece and in South America due to the impact of the crisis in Venezuela.

Preparedness and response activities made up the largest share of crisis related expenditure with USD 689 million spent in 2019 (or 55% of the total). It was also that portion of the expenditure that increased the most over the year, by 39 per cent compared to 2018 level of expenditure. The budget of land, property and reparations activities grew by 36 per cent while the budget of the resettlement and movement management activities and transition and recovery activities grew by 6 and 9 per cent, respectively.

Additional notes: I - All Expenses are presented in IOM/Donor view



IOM staff inspect a waterpoint in need of repair in an IDP camp in eastern Democratic Republic of the Congo © IOM 2019

HUMANITARIAN COORDINATION OVERVIEW



Overview of the countries where IOM led the coordination of humanitarian response sectors and clusters.

In 2019, IOM held a coordination role in

74
clusters/sectors/working groups/
coordination platforms

in

39
countries



Partners

1,324



65 million

total people in need



43 million

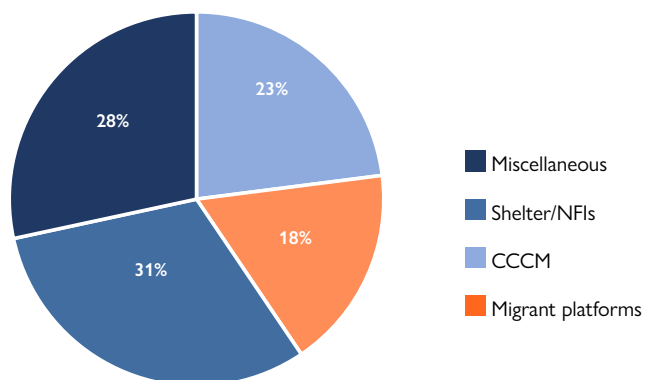
total people targeted

* 10 million

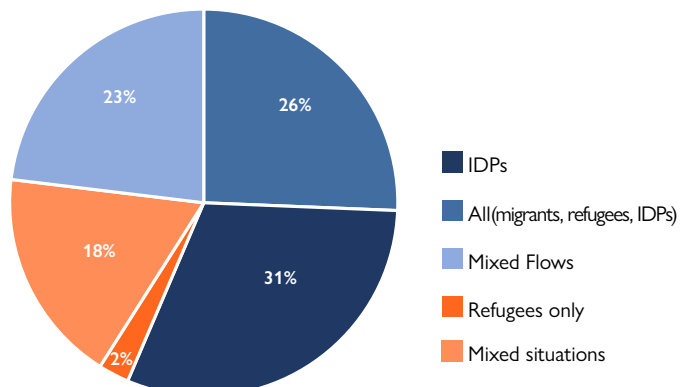
IOM's coordination role has grown rapidly since 2016, with a 42 per cent increase over four years. Out of the 74 coordination groups in which IOM plays a leadership role, the number of camp coordination and camp management (CCCM) and shelter related coordination groups remained stable while the number of platforms related to mixed migration continued to augment steadily (from 10 in 2018 to 13 in 2019), mostly because of the Venezuela regional response which accounts for 60 per cent of those platforms (the others are Libya, Bosnia and Herzegovina, Turkey, Sudan and Yemen). The Venezuela refugee and migrant coordination platforms are inter-sectoral in nature and span beyond humanitarian assistance to include socioeconomic integration as well as capacity building of local authorities to manage large flows.

HUMANITARIAN COORDINATION OVERVIEW

IOM coordination role in 2019



Population groups in need



Guided by the spirit of the 2005 humanitarian reform and the 2010 Transformative Agenda Protocols, IOM actively participates at global and country levels in coordination fora which contribute to strong collective humanitarian responses. These various coordination fora although not all formally activated in the form of clusters, are all underpinned by the same principles and seek to ensure the efficient and effective delivery of protection and assistance to people in need, in a coordinated and principled fashion.

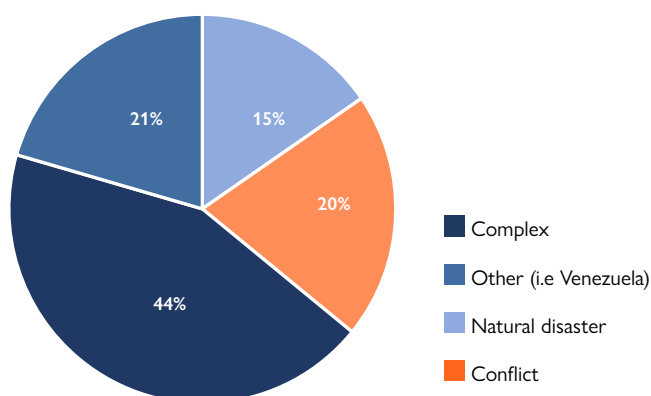
In 2019, IOM held a coordination role in 74 clusters/sectors/working groups/ coordination fora across 39 countries, sometimes leading on multiple platforms in the same country such as in Bangladesh, South Sudan or Yemen. This represents approximately 5 per cent of the 1,570 coordination structures mapped by OCHA globally². This role varied from lead to co-lead or chairing such groups in a variety of sectors and inter-sector coordination groups. The

events that generated these emergencies varied in nature and impacted different category of populations.

The categorization spans from IDPs and refugees to mixed situations where both IDPs and refugees are present and mixed flows involving migrant and refugee flows. One country may have experienced more than one scenario during 2019.

There were 23 shelter/non-food item (NFI) related platforms, 17 CCCM related platforms (3 were merged CCCM and shelter) and 15 migrant and refugee coordination platforms. 19 other coordination groups covering thematic areas such as, inter-sector, WASH, mental health and psychosocial support (MHPSS), health and other sectors. This reflects a “snapshot in time” based on information compiled which is not exhaustive and subject to local interpretation of coordination arrangements. IOM also contributed to 17 out of the 21 inter-agency humanitarian response plans.

Type of event



STRATEGY PLANNING, PREPAREDNESS AND ACCOUNTABILITY

Close to 70 per cent of the coordination groups in which IOM is involved developed their own strategies and 49 per cent developed workplans to support the realization of collective strategic priorities. More than half of the coordination mechanisms analyzed have sectoral mechanisms in place to receive and act on complaints from affected populations as well as to raise awareness, prevent, monitor and respond to protection against sexual exploitation and abuse (PSEA). This relatively low percentage can be explained by the increasing proportion of collective accountability to affected population (AAP) and PSEA mechanisms, set up at Humanitarian Country Team (HCT) or inter-cluster level², as opposed to sector specific mechanisms.

² - OCHA, Note on IASC coordination structures at country structures, p.4, 23 March 2020.

HUMANITARIAN COORDINATION OVERVIEW

COORDINATION PLATFORMS

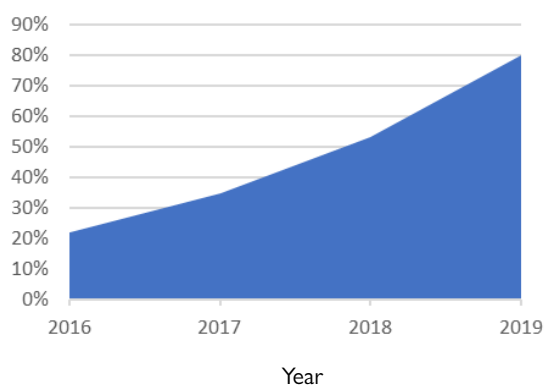
PERFORMANCE REVIEW

Although not all coordination groups assessed are formally activated clusters, most are underpinned by the cluster approach and revolve around the same functions: supporting service delivery; informing the humanitarian coordinator (HC)/HCT's strategic decision-making; strategy development; monitoring and evaluating performance; capacity building in preparedness and contingency planning; advocacy as well as ensuring the required AAP. The coordination groups analyzed regrouped more than 1,300 partners (close to 10% of the overall total recorded by OCHA³, giving an average of 25 partners per group. In total the relevant platforms covered 65 million persons in need, targeting 43 million and reaching more than 16 million.

SUPPORTING SERVICE DELIVERY AND INFORMING COLLECTIVE STRATEGIC DECISION MAKING

Coordination groups supported service delivery through agreed strategic priorities by maintaining terms of reference (ToRs) (in 82% of the cases) and geographically mapping partners and activities (61%) to prevent duplication of service delivery. Maintaining specific needs assessment tools, participating in inter-agency or sector assessments and supporting joint analysis in more than 70 per cent of all coordination groups ensured that needs and gap analysis were available for collective strategic planning and operational decision making.

Proportion of CCCM cluster led by IOM with dedicated coordination and information management capacity



3 - 32% of the HCTs monitored by OCHA report having developed a collective AAP framework and 43% having established a PSEA network. OCHA, Note on IASC coordination structures at country structures, p.2, 23 March 2020.

DEDICATED LEADERSHIP

In 2019, out of the 74 coordination groups, 55 per cent had dedicated coordinators, and only 1 out of 3 groups had both a coordinator and information management, remaining stable compared to 2018 and showing the important pressure exerted by IOM growing coordination role on the organization human resources. These percentages are also consistent with global averages of 59% and 34%.

The reasons for such low percentages, similarly to previous years, is due to underfunded response plans and the limited resources allocated to support coordination functions, which donors tend to consider as the lead agency's responsibility. Allocation of resources to support the coordination of the CCCM cluster, for which IOM holds a formal role under the Inter-Agency Standing Committee (IASC) framework, has continued to improve compared with previous years (see below). The organization had dedicated staff for coordination in 80 per cent of cases, for information management 100 per cent of cases and both areas 80 per cent of cases. IOM's ability to increase dedicated resources for coordination greatly benefited from increasing core funding allocation.



IOM staff provide migrants with NFI kits in a detention centre in Tripoli, Libya © IOM 2019

HUMANITARIAN COORDINATION OVERVIEW



ENGAGEMENTS ON PROTECTION FROM SEXUAL EXPLOITATION AND ABUSE

IOM continues to lead global efforts to advance inter-agency PSEA initiatives and to help institutionalize and strengthen inter-agency PSEA leadership and coordination. At Headquarters, IOM continued to exercise its unique mandate in providing technical assistance on request to in-country PSEA networks, HCTs and United Nations Country Teams (UNCTs) on inter-agency PSEA activities on behalf of the IASC. In 2019, IOM provided such tailored technical assistance to 26 in-country and regional teams aiming at establishing and implementing collective PSEA structures, such as inter-agency community-based complaint mechanisms (CBCMs). To broadly share the lessons learned by IOM in exercising its unique inter-agency support mandate, the PSEA team compiled the following document: Frequently Asked Questions on inter-agency PSEA: IOM's lessons learned from PSEA implementation in-country.

Furthermore, in 2019 IOM led capacity building efforts for

PSEA coordinators in response to the observed challenges in recruiting individuals with the appropriate skill set to support country-level inter-agency PSEA implementation. For example, IOM supported country leadership in the recruitment of PSEA Coordinators by creating generic PSEA Coordinator ToRs, and by designing and conducting a PSEA Coordinator Training aimed at capacitating existing and potential PSEA Coordinators. In September 2019, at the pilot PSEA Coordinator Training in Jordan, IOM trained 23 (21 female and 2 male) existing and potential in-country PSEA Coordinators coming from a variety of responses, including staff from the UN and NGOs.

IOM also remains an active member of the IASC Results Group 2 on Accountability and Inclusion and the IASC's official liaison with the UN Working Group on sexual exploitation and abuse, advocating for the harmonization of UN and IASC protocols and guidance on PSEA responsibilities.

EMERGENCY PREPAREDNESS



Through hygiene promotion activities, IOM aims to encourage communities to adopt safer hygiene practices while also providing the necessary hygiene items to reduce the risk of occurrence of health threats. Ethiopia. © IOM 2020

IOM's Migration Crisis Operational Framework (MCOF) sets out IOM's comprehensive approach to crisis (before, during and after) and serves as a strategic planning tool. It is aligned with the cluster system and its 15 sectors of assistance span humanitarian, peacebuilding, transition, recovery and development activities and migration management services. MCOF highlights the importance of emergency preparedness given that the onset of a crisis is often already too late to plan.

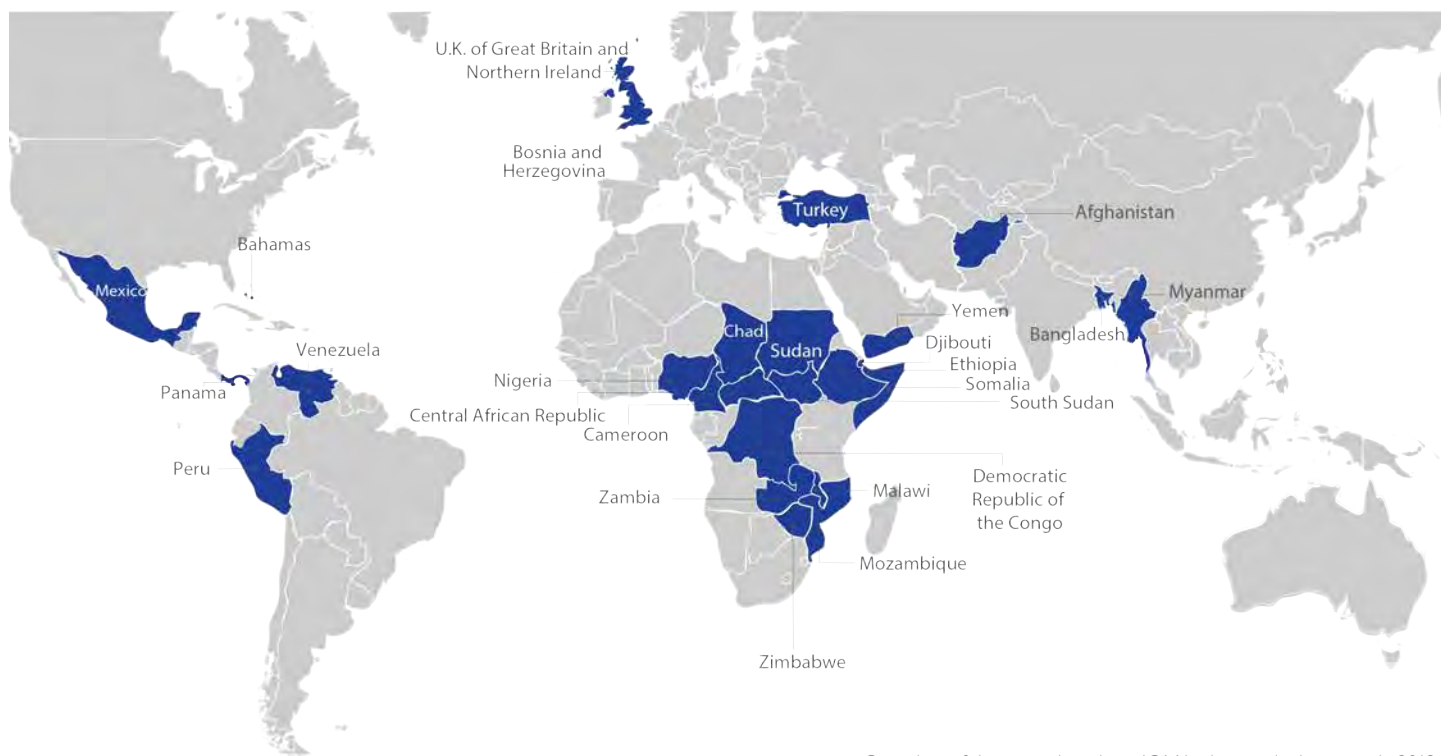
At global level, IOM undertakes efforts to collect information from its country offices to provide an overview of the organization's emergency preparedness capacity. This information is compiled in the bi-annual Emergency Preparedness and Monitoring Report (EPMR). This internal report is complementary to IOM's engagement in global inter-agency activities, notably via the IASC Results Group 1 on operational response activities such as the early warning, early actions and readiness analysis (EWEAR). Alongside other UN agencies, IOM is also engaged in the discussion around the INFORM-index, an open-source risk assessment for humanitarian crises and disasters.

62 IOM offices reported contributions to inter-agency emergency preparedness activities during 2019. For instance,

in Cox's Bazar, IOM developed a cyclone preparedness and response plan and participated in the review process of the lessons-learned from cyclone Bulbul. As part of IOM's EVD preparedness activities, DTM in South Sudan operated flow monitoring points (FMPs) on the borders with Uganda, the Democratic Republic of the Congo and the Central African Republic. As well, pre-positioning/contingency stocks in many countries (such as Burundi and Somalia) have been solicited to respond faster to emerging risks and crisis.

The creation in the last quarter of 2019 of a dedicated Emergency Preparedness Officer position in Headquarters, aims at providing global support to increase the preparedness to crisis of country offices.

SURGE DEPLOYMENTS AND SUPPORT



In 2019, IOM
deployed

53
Headquarter staff

to

61
countries



250

Number of deployments



10

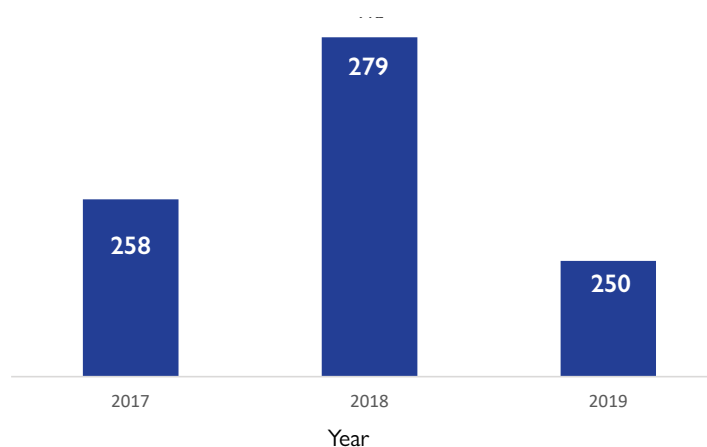
average days per deployment



2,558

total days of deployment

Number of Deployments 2017-2019



SURGE DEPLOYMENTS AND SUPPORT

NUMBER OF DEPLOYMENTS

In 2019, 53 staff were involved in 250 deployments to 61 country operations for a total of 2,558 staff days, averaging 10 days per deployment and 48 days of deployment on average per staff.

Compared to 2018, there was a slight decrease (less than 10%) of the pool of experts deployed by IOM to support country operations. Consequently, this led to a nearly 30 per cent increase on the average number of days of deployment per staff.

From a thematic standpoint, 93 deployments (37%) were related to both internal and inter-agency coordination processes while 85 deployments (34%) were for technical surge support. The remaining 72 deployments (29%) were for capacity building.

However, when looking at staff days spent and very much in line with the deployment data from 2018, surge support continued to represent the majority of deployment days at 1,534 days (60%), compared to 539 days (21%) for capacity building and 485 days (19%) for internal and inter-agency coordination.

On average, a surge support deployment lasted 18 days while capacity building and coordination deployments lasted seven days and five days, respectively.

L3

In 2019, active system-wide L3s were Syria, Yemen, Mozambique, and the Democratic Republic of the Congo (for EVD). Internal L3s continued until mid-year for Nigeria and Bangladesh while the status was deactivated for Libya at the end of 2018.

There were 70 deployments to countries involved in L3 responses, representing 980 days or 38 per cent of the total deployment days, which is a 6 per cent increase from 2018.

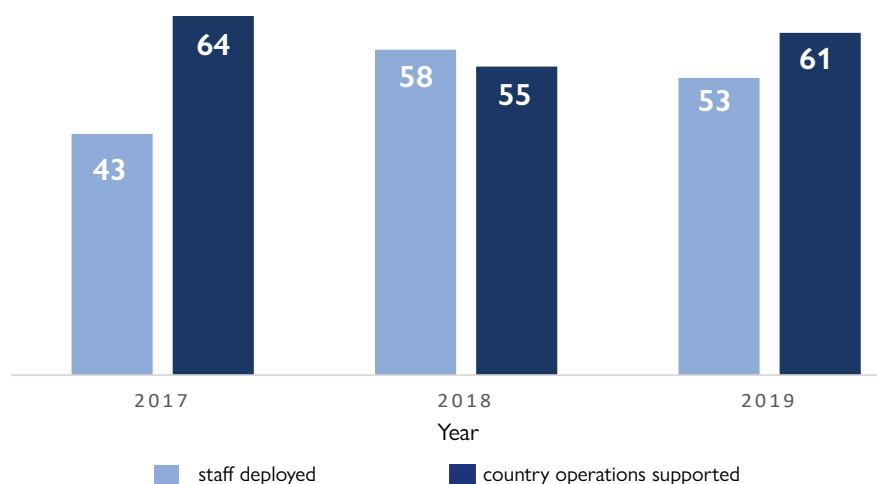
SURGE

The IOM country offices receiving the most surge support deployments include: South Sudan (15 deployments for a total of 331 days); Mozambique (14 deployments for a total of 331 days); Ethiopia (7 deployments for a total of 126 days); Nigeria (7 deployments for a total of 113 days); and Zimbabwe (4 deployments for a total of 87 days).

Cyclone Idai which affected Mozambique, as well as neighbouring countries including Zimbabwe, represented the only sudden onset crisis of the group, consequently receiving the largest total surge support (18 deployments) in 2019.

Reasons for deployment remained the same as in previous years (support sector-specific emergency response and coordination processes).

Number of Deployments 2017-2019



SURGE DEPLOYMENTS AND SUPPORT



IOM DTM staff conduct surveys at an IDP site in eastern Democratic Republic of the Congo © IOM 2019

CAPACITY-BUILDING

Capacity-building events included: CCCM training of trainers in Jordan (April/May), gender-based violence (GBV) stocktaking workshop in Thailand co-hosted by IOM and UNICEF (May), Environmental Resilience Institute Tool (ERIT) in Kenya (June) as well as the first-ever CCCM Cluster Coordinator training in Switzerland (October), SELAC training in Thailand (December) and IOM health in emergencies training in Nairobi (June).

STAND BY PARTNERS

In 2019, IOM's standby partners (SBPs) provided 90 deployments, a total of 8,821 standby personnel days, which is a 2.1 per cent increase compared to 2018. This is the equivalent of 290 months and approximately USD 4.4 million of SBP personnel support.

The following 21 country offices received SBP support: The Bahamas, Bangladesh, Burkina Faso, Central African Republic, Chad, Democratic Republic of the Congo, Ecuador, Ethiopia, Malawi, Mozambique, Nigeria, Panama, Somalia, South Sudan, Switzerland (HQ), Timor Leste, Turkey, Uganda, United States (DC), Vanuatu, and Zimbabwe.

The most deployed thematic areas remain similar to previous years and included information management (17%), data analysis (10%), shelter (10%), and CCCM (10%).

OTHER TYPES OF DEPLOYMENT

Like 2018, deployments in support of the Venezuelan crisis response continued, with a total of 13 deployments (5%) devoted to responding to this crisis, either as surge or coordination.

Other deployments included technical meetings such as inter-agency shelter forums, GBV donor conferences, and the launch of the DTM and partners toolkit.

SUPPORTING FUNCTIONS

The focus of attention was the continuation of support to L3 responses, including Bangladesh, the Democratic Republic of the Congo (due to EVD), and Nigeria, as well as the Cyclone Idai response in Mozambique. Additionally, IOM organized surge deployments to address GBV in crisis response to the following 16 country: Afghanistan, Bangladesh, the Central African Republic, Cameroon, Colombia, the Democratic Republic of the Congo, Ecuador, Ethiopia, Iraq, Nigeria, Mozambique, Peru, Somalia, South Sudan, Whole of Syria and Zimbabwe.

CAMP COORDINATION AND CAMP MANAGEMENT



Overview of the countries where IOM had CCCM operations in 2019.

In 2019, IOM had CCCM operations in

28
countries

assisting an estimated

2.4m
individuals



1,295

Sites reached by CCCM activities



100

Site set-ups



91

Site-closures

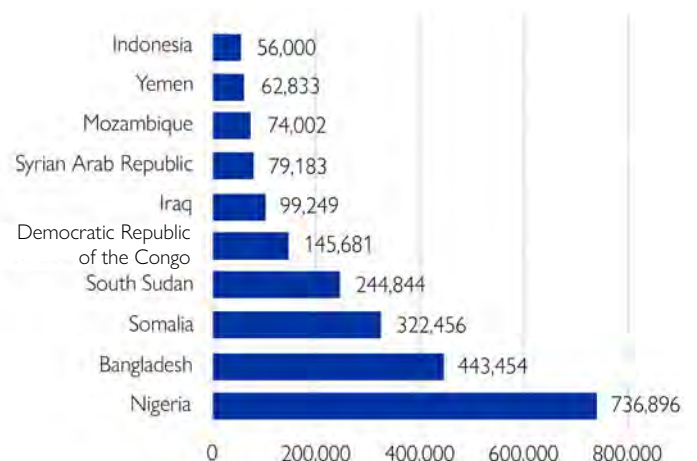


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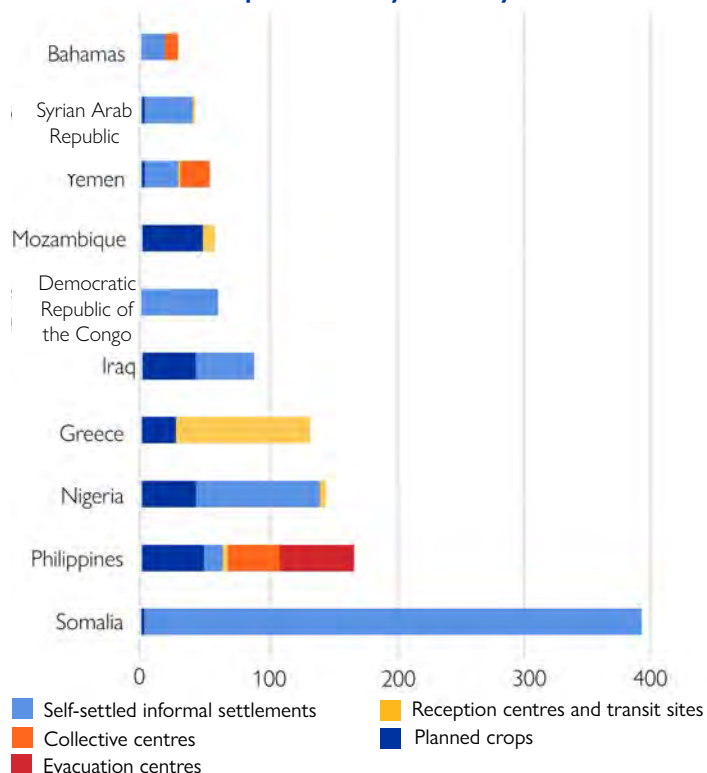
Countries with CCCM coordination role

Top 10 countries assisted by individuals reached

In 2019, IOM's CCCM activities reached over 2.4 million persons globally. Over the year, significant increases in operational sites were observed in Yemen where a standalone CCCM cluster was activated after years of being jointed with shelter; in Greece and in Indonesia where a dedicated programme on site improvement assisted in further developing sites with poor drainage, access roads, and limited electricity access following the 2018 earthquakes in two province. In Somalia, the decrease in population assisted is a result of improved methods of estimating the population, while in Iraq the government suddenly closed many of the camps.



Top 10 sites by country

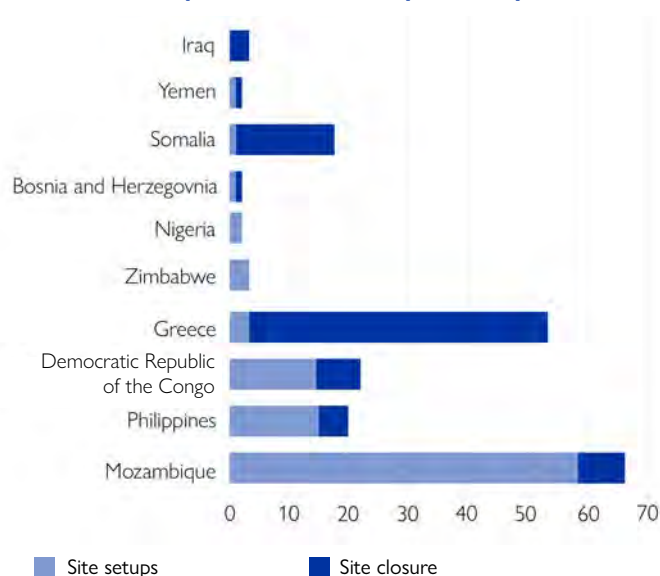


SITE SET-UPS AND CLOSURES

Camp set-up and closures were supported by IOM in 10 out of the 28 countries that have CCCM operations. Most site set-up activities took place in Mozambique, Philippines and the Democratic Republic of the Congo, while sites closures primarily took place in Greece and Somalia.

In Mozambique, Cyclone Idai caused the displacement of more than 131,000 people, who sheltered in dozens of sites across Sofala, Manica, Zambezia and Tete provinces after reduction in water levels. In the Philippines, a series of earthquakes occurred in October and December causing major displacement in the Mindanao island, where thousands of families whose houses were completely destroyed or damaged sought refuge in collective centres or set up new displacement sites. In the Democratic Republic of the Congo, new displacements were recorded throughout the year following armed conflict and inter-community tensions in Ituri and Tanganyika provinces, which led to the creation of 14 new spontaneous sites in both provinces.

Site setups and closures by country



GENDER RATIO OF FIELD STAFF

Based on the work to mainstream GBV prevention and mitigation in CCCM operations, IOM recognizes that female staff are essential to ensure that the voices and participation of women and girls in CCCM activities is promoted. On average, women comprise 41 per cent of IOM's CCCM field teams. Overall CCCM teams in South America have a higher percentage of female staff, while the countries with the lowest percentage of female staff are South Sudan; Iraq (13%) and Afghanistan (18%).

CASH-BASED INTERVENTIONS

Thirteen countries reported using cash as a modality in CCCM in 2019, a significant rise compared to 2018 (5), 2017 (4) and 2016 (3). Among all the CCCM operations, six reported implementing cash for work activities, while other operations used cash for other purposes, such as transportation and as a support to voluntary returns or relocation. Additionally, in some operations CCCM teams provided support to the implementation of cash-based interventions (CBI) beyond the CCCM outcomes.

ACCOUNTABILITY TO AFFECTED POPULATIONS

Measures of accountability toward stakeholders in a camp response such as assisting service providers, working closely with authorities, and providing reports to donors are a standard part of its strategies, programme proposals, staff inductions, partnership agreements, and monitoring and evaluation systems. In 2019, 15 of the 25 CCCM operations reported an increase of AAP mechanisms in their site management, a slight increase from the previous year. Participation is a fundamental part of CCCM operations, the new measures introduced included the use of suggestion boxes; voice recorders; complaint/referral desks; signboards and public information campaigns; camp management radios; town hall meetings; mobilization of persons with disabilities; camp governance; beneficiary, partner and cluster satisfaction surveys; hotlines; and exit surveys.

CAMP COORDINATION AND CAMP MANAGEMENT



Overview of the countries where IOM had CCCM capacity-building events in 2019.

In 2019, IOM had CCCM capacity building events in **24** countries

GLOBAL ACHIEVEMENTS

At the global level, IOM also hosted a global training of trainers (ToT) in Amman (Jordan) for 25 participants from eight cluster partners organizations (IOM, UNHCR, ACTED, NRC, the Democratic Republic of the Congo, PUI, Lutheran World Federation and Terre des Hommes), as well as two government counterparts from Ethiopia and Indonesia). The training utilised and promoted the use of newly revised global training material that mainstreams GBV.

The global CCCM team also developed and piloted the first IOM CCCM cluster coordinator training in 2019 with 25 participants from 18 IOM country offices and two additional NGO cluster coordinators from Bangladesh and South Sudan and one participant from the Swedish Civil Contingencies Agency (MSB). The pilot training, which took place in Geneva, combined theory and practical exercises using a blended learning approach and raised awareness about the need to mainstream GBV in CCCM responses.



281

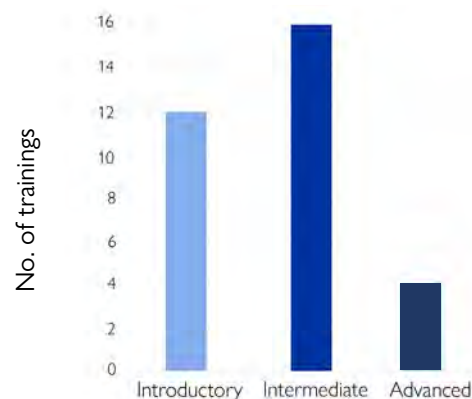
Capacity building events



7,271

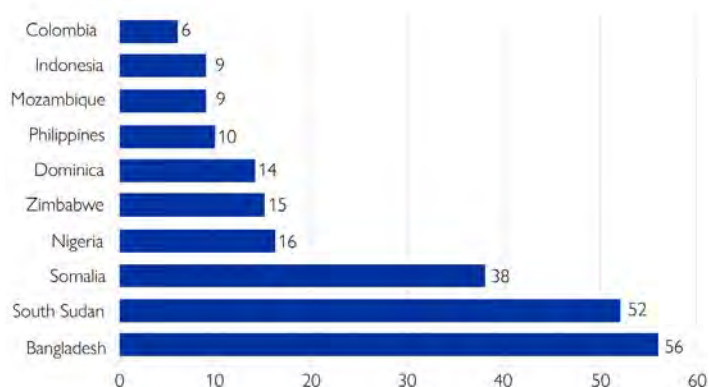
People trained

Levels of Trainings

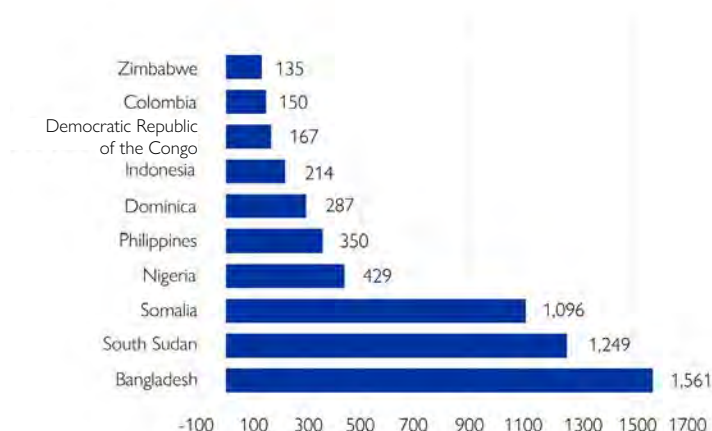


In 2019 intermediate-level trainings were most common, marking a significant shift from 2018, where introductory trainings were most common.

Number of capacity-building events per country - top 10



Number of people trained per country - top 10



EVENTS AND LEVELS OF KNOWLEDGE

In 2019, IOM organized 281 CCCM capacity-building events, a 35 per cent increase from 2018 (208). Most of these events took place in Somalia, South Sudan and Bangladesh. Bangladesh saw the largest increase in the number of events, with 56, compared to 13 in 2018.

Capacity-building events took place for the first time in Zimbabwe and Mozambique, both of which suffered disaster displacements after cyclones Idai and Kenneth which forced hundreds of thousands of people from their homes. Later on in the year, Hurricane Dorian's impact on the Bahamas displaced both migrants and vulnerable communities leaving them in evacuation centres for several months.

PEOPLE TRAINED

IOM trained a total of 7,271 people in CCCM in 2019, an 86 per cent increase compared to 2018 (3,900). Somalia, South Sudan and Bangladesh saw the largest increases in terms of people trained with a dedicated capacity-building project in Bangladesh developed jointly with UNHCR for the Camp-in-Charge authorities of Cox's Bazar. In Nigeria, there was a decrease in people trained as some locations have shifted to area-based approaches and the situation is entering a protracted phase.



DISPLACEMENT TRACKING



Overview of the countries with displacement tracking activities in 2019.

DTM data collection, analysis and dissemination on population mobility

2019

78
countries

2018

71 countries

2017

54 countries

In 2019

tracking and monitoring
displacement and needs
of over

24.9m

IDPs

4.6m

- returnees from abroad

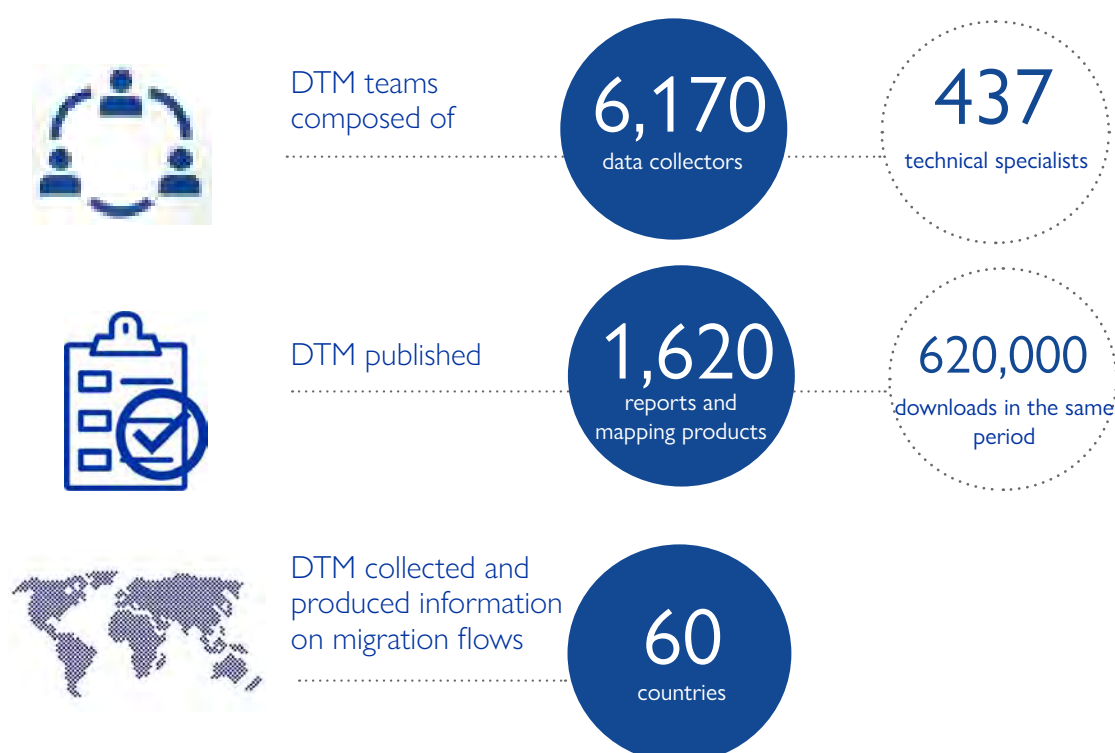
16.5m

IDP returnees

IOM's DTM is an information system and set of tools developed to gather and analyse data to disseminate critical multi-layered information on the mobility, vulnerabilities, and needs of displaced and mobile populations that enables decision makers and responders to provide these populations with better context specific assistance.

DTM supports the planning, coordination, and delivery of humanitarian assistance by informing inter-agency response and coordination mechanisms established at country level. During the year, IOM DTM's data continued to be frequently shared with humanitarian actors to inform their responses. As such, 81 per cent of the HNO and HRP used DTM as full or partial data source for IDP numbers.

85 per cent of DTM operations integrated protection indicators, including in relation to GBV and child protection, into data collection activities.



In the year, DTM made significant progress in coordination with thematic specialists from UNICEF, UNHCR, IOM and OXFAM to develop key items and indicators that may be collected through its multi-sectorial location assessment through key informants to identify barriers and obstacles in humanitarian settings for people with disabilities. This work was championed in South Sudan, where the team set out in a joint effort with Humanity & Inclusion Unit (HI) to assess the level of access to services and barriers faced by persons with disabilities living in a Protection of Civilian (PoC) site in South Sudan⁴.

In addition to the tracking and monitoring of internal displacement, data collection under the Regional Evidence for Migration Analysis and Policy (REMAP) project was expanded in five countries: Afghanistan, Bangladesh, Iran, Iraq, and Pakistan. The aim is to strengthen the evidence-base of information on displacement and migration dynamics, drivers, modalities, and vulnerabilities in the five targeted countries for the formulation and implementation of more targeted humanitarian and development policy. Towards the goal of

strengthening the evidence-base on displacement, migration dynamics and migration drivers in the five countries of focus, IOM has worked to establish close coordination with national authorities and organizations in the five countries of focus. This remains a priority process and way of working for IOM in which continued efforts in this direction globally will be made in 2020.

DTM continued to liaise and coordinate with inter-agency and member state fora, including the GP20, the Expert Group on Refugee and IDP Statistics (EGRIS), the Platform for Disaster Displacement (PDD), humanitarian programme cycle (HPC) processes and the Grand Bargain work stream 5 (W5) on joint needs assessment and analysis. W5 resulted in the development and roll out of the DTM and Partners Toolkit, developed in 2019 in partnership with Global Clusters, Areas of Responsibility (AoR) and Working Groups to support and strengthen cooperation in the field and ensure that data collected is useful to humanitarian responses.

4 - <https://displacement.iom.int/reports/south-sudan-%E2%80%94-disability-inclusion-survey-wau-poc-aa-2019?close=true>

DISPLACEMENT TRACKING

DTM IRAQ: NAVIGATING DISPLACEMENT, RETURNS AND SOLUTIONS

While Iraq's displacement figures reached an all-time low in 2019, displacement remains a persistent and complex challenge. During 2019, DTM in addition to its Mobility Tracking activities, continued to implement two major data collection and data analysis tools to support the medium- and long-term needs of IDPs:

- The Longitudinal Study on Durable Solutions for IDPs (developed with Georgetown University)
- Returns Index

Initially implemented in 2015, the longitudinal study traces the journeys of 4,000 displaced families across four governorates (Baghdad, Basra, Kirkuk and Sulaymaniyah) over time, to the end of 2019. The study combines quantitative data with in-depth interviews to identify key challenges faced by IDPs in Iraq as well as how IDPs have navigated their journeys over time. A step further, the study aims to better understand IDPs' own perceptions of how to achieve durable solutions. As a result, the study provides a more comprehensive picture of displacement over time that can inform strategic, long-term policy and programming.

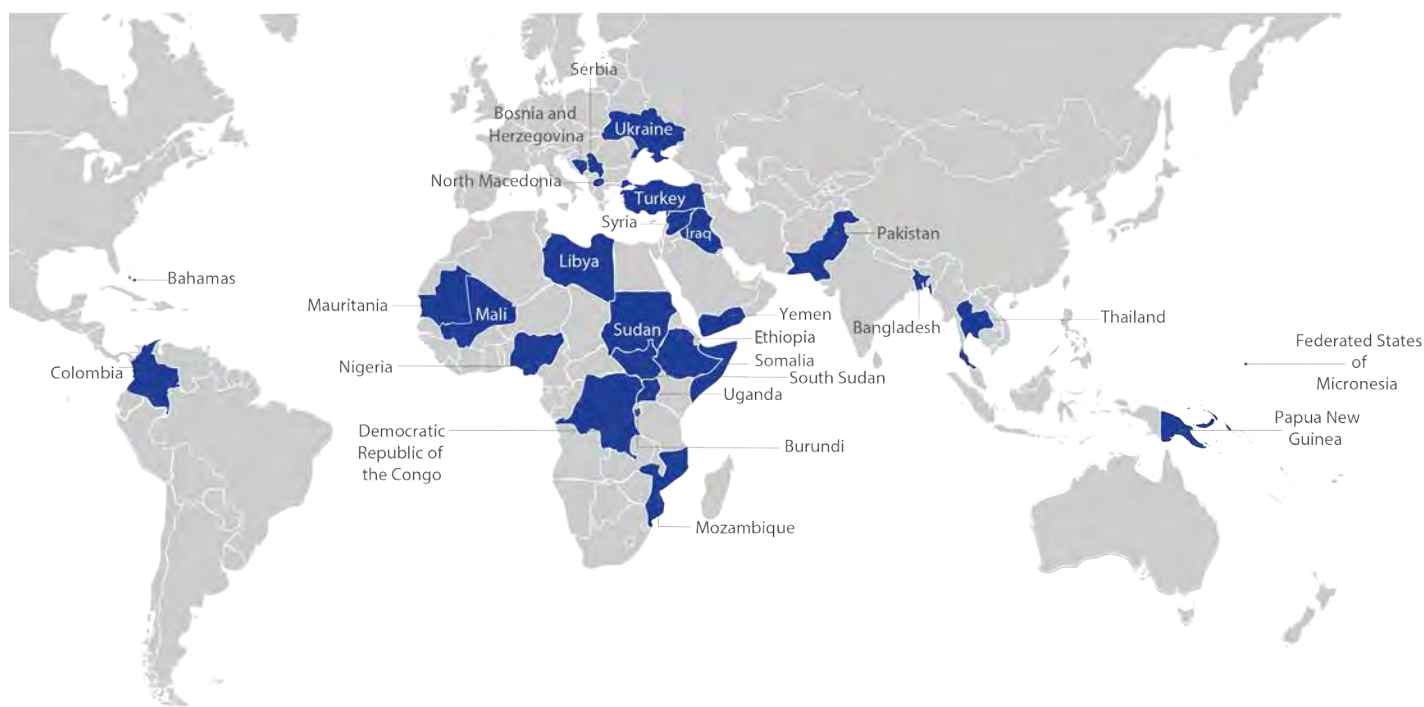
In addition, the Returns Index (developed in 2018) focuses on identifying return areas to shape strategies for intervention and resource allocation. Of the 462,000 people reported to have returned in 2019, an estimated 456,000 achieved partial solutions to their displacement, while 376,000 reported displacement again. To better address challenges faced by IDPs upon return and barriers to long-term solutions, the Return Index collects data in over 1,400 return locations across Iraq and correlates all data available on returnee population numbers with strategic indicators to measure the severity of conditions or quality of return. This severity ranking is used to design targeted programming by relevant actors.





IOM Regional Director Southern Africa visits areas affected by the hurricane near Beira, Mozambique © IOM 2019

WATER, SANITATION AND HYGIENE



Overview of the countries where IOM had WASH operations in 2019 .

In 2019, IOM had WASH operations in

27
countries

providing
relief to
over

6.75m
individuals

 **2.8 million**
individuals assisted with safe water

 **1.5 million**
individuals served with sanitation services

 **937,000**
individuals assisted with access to latrines

 **2.3 million**
individuals served with hygiene promotion

2019 was a year of growth and consolidation for WASH in IOM. The WASH team in Headquarters was reinforced, expanding from one to three members, allowing for the provision of better support to country teams.

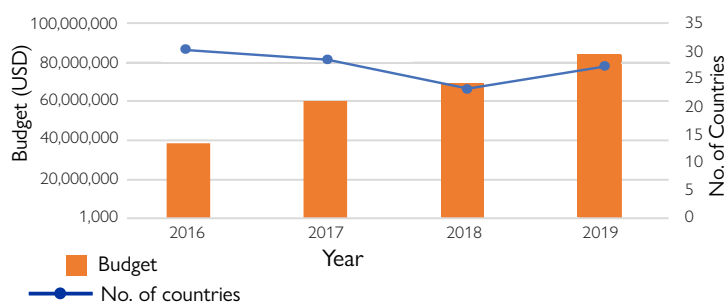
A Community of Practice (CoP) was formed, enabling IOM staff to interact through the establishment of communication platforms and a digital repository. Moreover, IOM launched a monitoring, evaluation and learning global framework to strengthen knowledge management. A project design and monitoring tool was developed and shared with Missions for testing during the first quarter of 2020. In addition, three project performance reviews were conducted in Nigeria, Somalia and South Sudan.

Most importantly, in 2019 IOM released the IOM Global WASH Strategic Plan 2019–2022, a roadmap aimed to enable the organization to deliver high-quality and comprehensive WASH programming at scale.

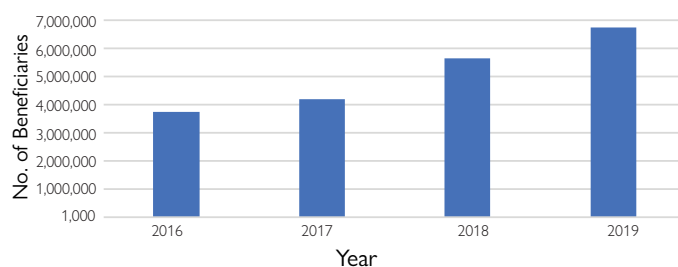


Hygiene promotion activities for children, Wau, South Sudan © IOM 2019

Growth of IOM WASH operations



Growth of IOM WASH operations



WASH IN URBAN AREAS

YEMEN.

Urban locations in Yemen continue to receive large flows of IDPs, stretching the already limited resources, exacerbating poor living conditions, overcrowding facilities and expanding WASH gaps. In 2019, IOM implemented wide-impact durable solutions interventions in the governorates of Aden, Al-Mahweet, Amran, Hadramout, Hajjah, Lahj, and Shabwa, ensuring that 185,087 affected people had access to safe drinking water and 200,615 people had access to improved sanitation. Activities included the rehabilitation, improvement and maintenance of 39 water systems (including 28 water points) and eight sanitation systems (including 45 latrines). IOM also carried out waste management interventions in urban contexts, providing 250 waste containers in Al-Hudaydah and conducting regular cleaning campaigns in Al-Hudaydah, Hajjah, and Raymah governorates, reaching 588,000 people.

DISEASE OUTBREAK

SUDAN.

Water-borne diseases such as cholera and acute watery diarrhoea (AWD) continue to devastate communities across Sudan. A simple way to combat this is to distribute and promote the use of household water filters. Households sometimes don't have adequate knowledge surrounding the dangers of unclean water; thus, IOM works to distribute these water filters in emergencies and when no other solutions are available to promote the purification of water like it did in Haya town and Port Sudan located in the Red Sea State. In El Roseires, located in Blue Nile State, IOM reached approximately 3,000 beneficiaries with the water filters distributed in response to the cholera and AWD outbreak of September 2019 in an effort to increase access to safer water for the most vulnerable populations.

WATER, SANITATION AND HYGIENE

GOVERNANCE OF WASH SYSTEMS

ETHIOPIA.

IOM Ethiopia responds to emergencies with consideration for the further recovery phase and aims to build self-reliance of affected communities. Therefore, IOM provides support to committees that are already in place and that follows government structures, to ensure the effective and sustainable handover of facilities and services. For example, during the emergency phase, gender-balanced sanitation committees for operation and maintenance of latrines are already established and supported with protective equipment, cleaning kits and trainings. The activity is also coupled with hygiene promotions activities.

Likewise, when IOM rehabilitates or establishes a new water point, the water management committee is selected by the community, in line with the government structure, supported with trainings and toolkits for the general care of the facility and for performing light maintenance operations. The committees are directly linked to Woreda (districts of Ethiopia) authorities for support. Committees are trained together with the governmental water office on both hard and soft components and provided with additional support after the training.

SOMALIA.

The delivery of adequate clean water and sanitation services by IOM, in the fragile context of Somalia has a positive impact on the efforts made by the government and the donor community to achieve peace and state building. Over the last decades water supply and sanitation services have continuously been provided by non-state actors, mostly NGOs and private sector entities, as the role of the public sector diminished. IOM and other partners are working together to rebuild government institutions and increase their capacity to provide water and sanitation services.

In order to strengthen institutions, IOM received multi-year funding for the period 2017-2020, from the Africa Development Bank (AfDB) and partnered with the Ministry of Energy and Water Resources (MoEWR). The overall objective of the project is to improve access to water and sanitation services in peri-urban and rural areas of Somalia and contribute to reduce infant and under-five mortality caused by WASH-related diseases. Specifically, the project is supporting the Federal Government of Somalia (FGS) and Federal Member States (FMS) to enhance their WASH policy, strategy and institutional capacity coordination, as well as to improve rural water supply systems, sanitation and hygiene conditions. In 2019, the following activities were achieved: a) construction of two FMS office building complex for the MoEWR b) rehabilitation of four boreholes c) construction of 26 mini water systems and shallow wells d) training on water quality monitoring, and supplying the water ministries of five FMS with water testing kits e) developed water policy for three FMS f) procured vehicles for MoEWR in five FMS g) procured office equipment for MoEWR in five FMS.

NIGERIA.

A community-based strategy was initiated in 2018 by IOM Nigeria to promote the establishment of WASH committees responsible for the daily care and maintenance of facilities. During 2019, the community took ownership of this approach, as shown by the timely repair of facilities and the development of skills on carpentry, masonry, and borehole repair works. This strategy led to the creation of 57 committees and to an increase in coverage from 54 to 65 sites by the end of 2019.

Moreover, to improve the coordination and efficiency of WASH interventions, the WASH Sector and the Strategic Advisory Group (SAG) promoted discussions with national and international partners to rationalize the number of actors implementing WASH services. This agreement intends to avoid duplication of efforts when a full WASH package could cover existing needs. IOM Nigeria is taking the lead for the implementation, roll-out, and oversight of the strategy.



Gravity spring water connection to the community, Ethiopia. © IOM 2020

CLIMATE CHANGE AND ENVIRONMENTAL SUSTAINABILITY

SOUTH SUDAN.

IOM South Sudan integrates environmental sustainability in its WASH programme by implementing low-carbon and climate smart solutions, including solar-powered technologies and flood resilient infrastructure aiming at minimizing the pollution and economical cost of operation and maintenance.

IOM currently operates a total of 11 hybrid solar system across the three PoC sites.

Additionally, IOM has built four water yards, which are powered with solar energy and are autonomously managed by members of the community, where the participation of women is substantial.

As part of the mitigation measures, the management and treatment of the waste water from the numerous sanitation facilities in Bentiu and Malakal PoC is achieved through waste stabilization ponds, which have been designed under the principle of reducing the organic load of the waste and minimizing the risk of environmental contamination of the final product.



Solar panels installed for water supply to the Protection of Civilians (PoC) site, Malakal, South Sudan. © IOM 2019

BANGLADESH.

In Bangladesh WASH interventions incorporate durable solutions that are adapted to the context and that are cost effective. Notably, all WASH activities are people-centred and focus on environmentally sustainable, resilience-building approaches.

As one of the most densely populated places in the world, one of the main challenges is the lack of adequate space. IOM has designed sanitation activities to address this challenge, while maintaining all humanitarian standards and dignified conditions.

IOM's innovative and environmentally friendly decentralized wastewater treatment system (DEWATS) was designed to fully treat and safely dispose of faecal sludge, minimizing health risks to the public. Climate crises and environmental sustainability were considered key factors in designing the system. Through this system transportation of sludge (either by trucks or by pumping) is minimized and consequently so are CO2 emissions and chemicals are not used. Each system is constructed from locally available materials, can be quickly built, and can treat over 3,000 litres of blackwater per day. Finally, DEWATS was found to be the "most effective all-round faecal sludge management technology" for decentralized treatment by a joint ARUP/ UNHCR/Oxfam study prepared in June 2019.

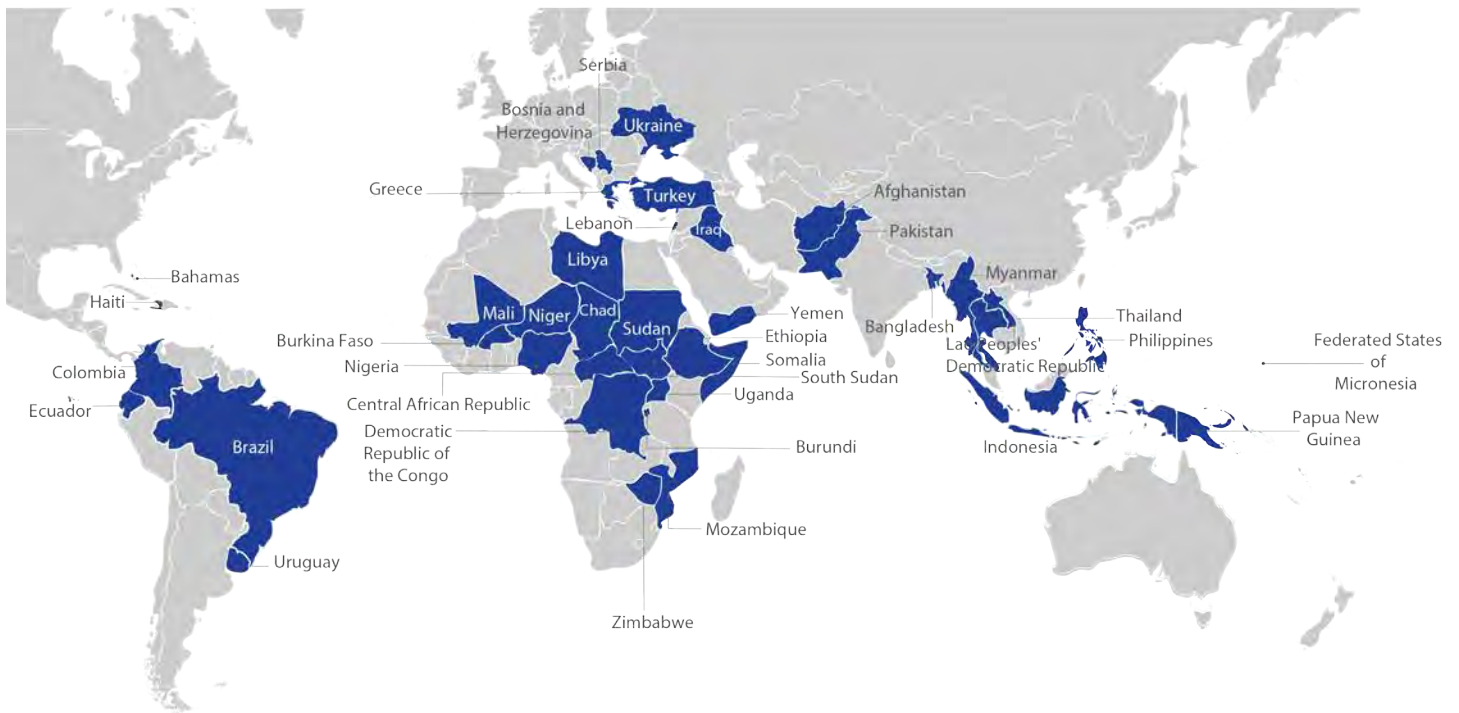
ETHIOPIA.

IOM Ethiopia emergency operations are designed to be environmentally friendly and sustainable, aiming at avoiding modifying the given landscape with heavy changes and natural lands disruption.

IOM also promotes the use of water gravity systems, clean energy and, where possible, supports the installation of hybrid systems.

During construction of emergency sanitation facilities, natural material such as poles and timbers are used. Self-reliance is strongly dependent on the sustainable exploitation of locally available natural resources, therefore IOM always considers the re-use of construction materials, environmentally friendly construction technologies, reforestation projects, sustainable wood fuel production, fuel efficient stoves (FES), rainwater harvesting, authorized suppliers, and parallel programs on reforestation.

SHELTER AND NON FOOD ITEMS



Overview of the countries where IOM had Shelter and NFI activities and Shelter activities in 2019.

In 2019, IOM had shelter and NFI operations in

41
countries

assisting an
estimated

4m
individuals



841,000

Total Households assisted



62,000

Individuals who received shelter trainings



39,000

Newly constructed shelters*



442,000

Households assisted with household items



79,000

Shelter repairs and upgrades



553,000

Households assisted with shelter items



256,000

Households assisted with cash transfers

IOM's shelter and settlements operations spanned 41 countries and reached over 4 million people in 2019. This assistance was delivered directly by IOM as well as through partners and IOM-managed common pipelines. The most significant change in shelter assistance from the previous year was towards cash-based interventions with shelter objectives, which increased threefold compared to the previous year.

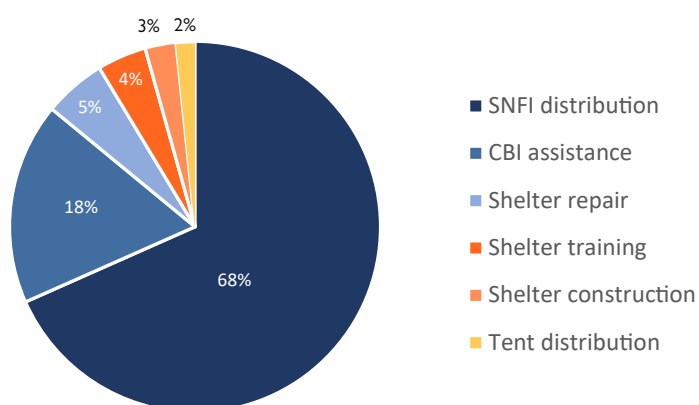
* Often, shelter materials were provided but projects did not track shelters constructed.

IOM has played a major role in humanitarian shelter and settlements operations for many decades. Its unique position as an intergovernmental organization has allowed it to work in both conflict and natural disasters, internal displacement and refugee contexts. Throughout 2019, IOM delivered one quarter of reported global humanitarian shelter assistance as reported by the Global Shelter Cluster.*

IOM works in both operations and coordination, working with partners in support of national authorities. IOMs overall objectives in shelter and settlements are:

- To focus on quality and scale of operations;
- To be people-centred and context driven;
- To continue supporting inter-agency coordination;
- To maintain a long-term view of shelter response; and
- To support sectoral learning and identification of best practices.

Breakdown of Shelter and NFI activities



COORDINATION

IOM plays a strong role in inter-agency shelter responses. Throughout 2019, IOM continued to lead inter-agency shelter coordination in many countries and support coordination in many others (see the Humanitarian Coordination section).

Globally, IOM remained a key member of the Strategic Advisory Group of the Global Shelter Cluster and continued to lead global working groups on the Shelter Projects, diaspora engagement, disability inclusion, and is delivering key activities of the Promoting Safer Building Working Group of the Global Shelter Cluster.

IOM has been working closely with EU civil protection agencies to further develop and promote the Mass Evacuation after Natural Disaster (MASC) Toolkit. This work included extended preparedness activities with EU member states including Portugal and Slovenia.

GOOD SHELTER PROGRAMING

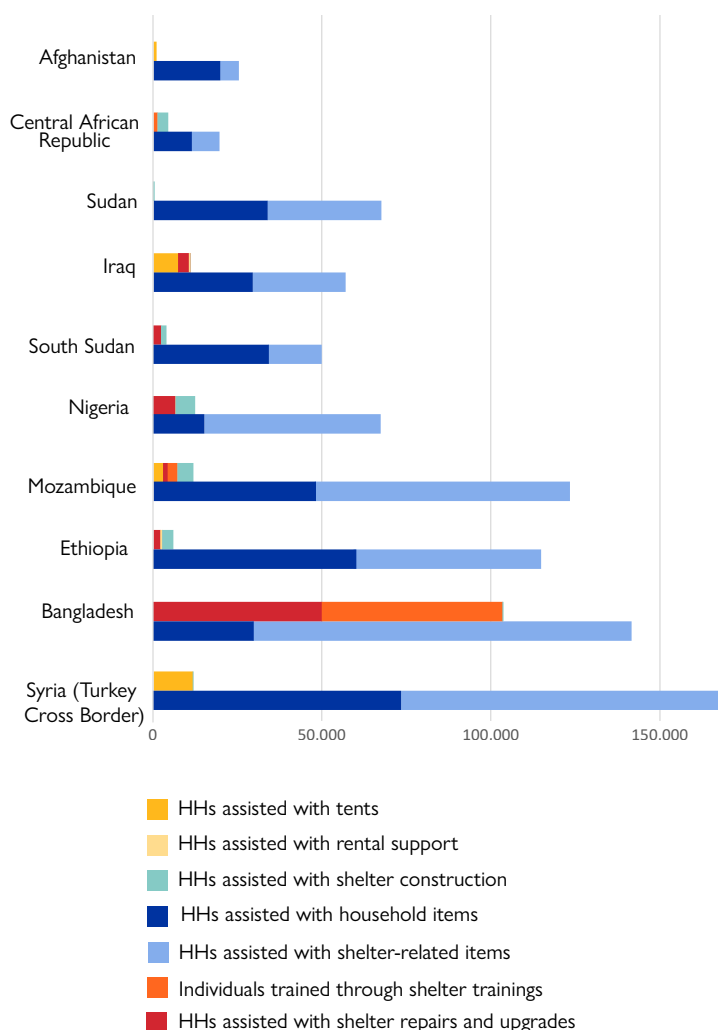
IOM continued to focus on good shelter programming at scale, and to this end capacity building activities for affected people increased during 2019. Globally, IOM continued to reinforce global efforts to mainstream protection in shelter operations with a particular focus on GBV risk reduction, disability inclusion and the PSEA. Particular focus was made on better and more inclusive distributions which continued at a very large scale, and in settlement planning by IOM staff and partners.

CONTEXT DRIVEN RESPONSES

IOM's programming remained strongly based on local and contextualized needs analysis. In countries where IOM delivered shelter-related items and household-related NFI's and post-distribution data were available, over 87 per cent of beneficiaries reported that the assistance had contributed to achieving improved shelter outcomes and nine out of ten people reported that the assistance had been appropriate.

*This figure excludes IOMs shelter programming in refugee responses.

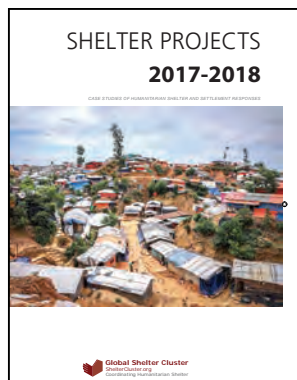
Top 10 assisted countries



SHELTER AND NON FOOD ITEMS

SECTORAL LEARNING

IOM led the inter-agency publication "Shelter Projects 2017–2018" as well as compilations of case studies including one on "Site planning" and on shelter in "Middle East and North Africa".



This series of case studies now contains over 250 case studies with nearly 500 contributors from over 60 agencies.

(www.shelterprojects.org)

During 2019, IOM took a major role in supporting inter-agency events on shelter including the UK shelter forum, Asia shelter forum (Indoneisa), Middle East shelter forum (Amman), and the Africa shelter forum (Nairobi).

DIASPORA ENGAGEMENT

Recognizing that remittance flows following natural disasters can be orders of magnitude higher than humanitarian assistance, IOM focused on approaches for diaspora engagement in shelter post crisis. Throughout 2019, IOM held trainings and workshops with diaspora networks, initially focusing on groups from Haiti, Nepal and Philippines.

HOUSING LAND AND PROPERTY

IOM continued to strengthen the housing, land and property component of its shelter operations, placing a consistent focus on security of tenure. Housing, land and property considerations have become key elements of shelter programmes in Bangladesh (Cox's Bazar), Burundi, Ethiopia, Nigeria, South Sudan and Syria. IOM provides critical global capacity on land tenure issues by hosting the Housing, Land and Property Advisor to the Global Shelter Cluster. See page 62 for more information on IOM's work on housing, land and property.



IOM Bamboo Treatment Facility in Cox's Bazar supports the greater humanitarian response, Bangladesh. © IOM 2019

PREPOSITIONING

COX'S BAZAR, BANGLADESH.

Since 2018, IOM has been running a pilot bamboo treatment facility in Cox's Bazar designed to enhance the strength and durability of bamboo, the primary building material used in the response.

Bamboo is locally sourced and is a strong construction material. Treatment increases the lifespan of each pole by up to five years. This translates directly to reduced shelter maintenance costs, minimized environmental degradation/ deforestation and the overall improvement of beneficiary livelihoods. Over 400,000 poles were treated, directly contributing to improved shelter for over half a million individuals.

As production increases, IOM aims to foster a more sustainable bamboo culture within host communities across the district.

Global stocks have been released from warehouses in Nairobi, Manila and Panama to The Bahamas, Burkina Faso, Burundi, Democratic Republic of the Congo, Ethiopia, Philippines, Mozambique, Somalia, Yemen and Zimbabwe (10 country offices, 18 times in total) in order to cover beneficiary needs.

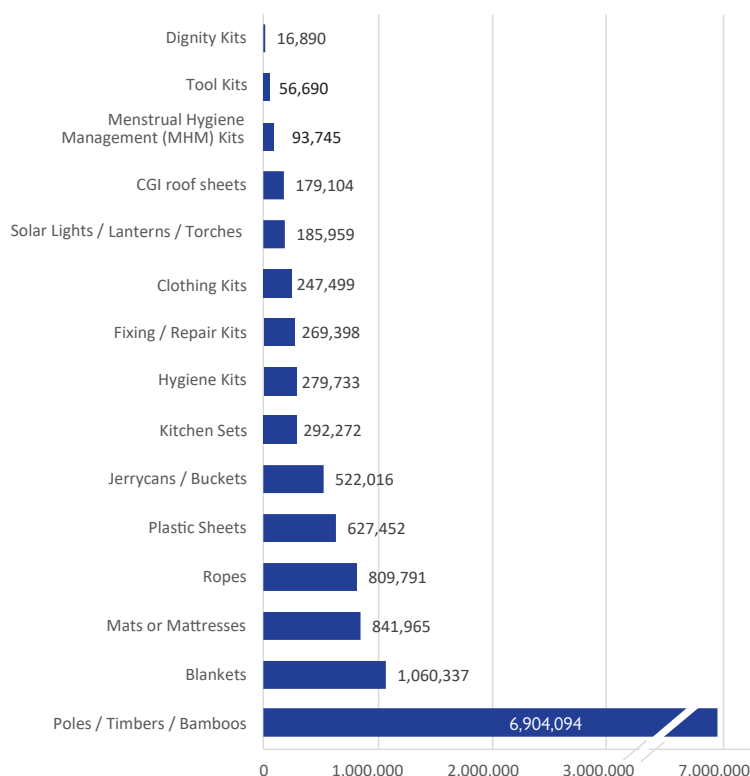
IOM's main warehousing capacity and greatest volume of stocks remains within operations. During 2019, IOM established a database of 146,370 m² of space in 149 warehouses from 42 country offices.

Working in close partnership with other international organizations, IOM continued to develop long-term agreements for core shelter and household items.

Working closely with inter-agency partners through the quality social and environmental working group, IOM further developed predictable global standards in materials specification and testing processes. This led to the establishment of IOM's fourth Quality Control Centre in Nairobi, building on existing centres in Gaziantep, Juba and Manila.

SNFI distribution

Number of items distributed



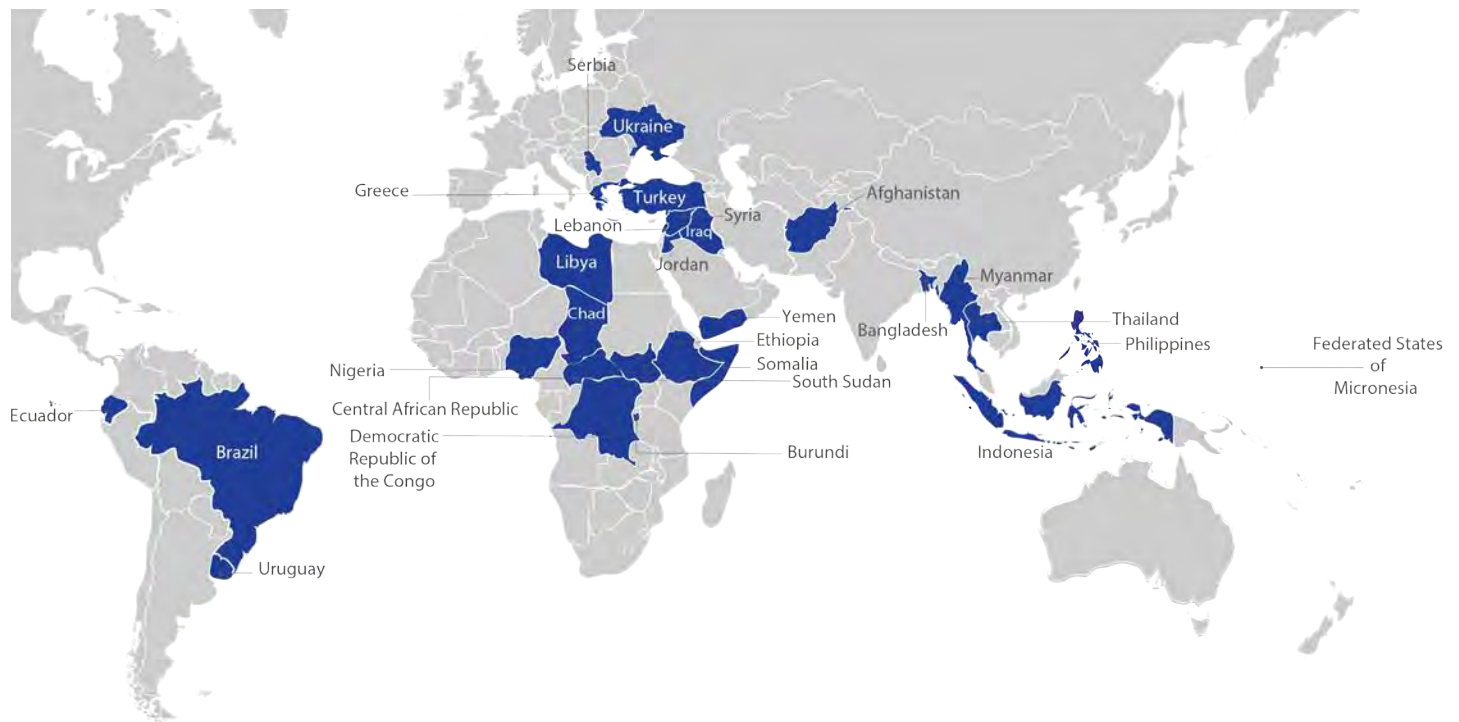
NORTHWEST SYRIA.

In 2019, IOM worked with over 25 local and international implementing partners in northwest Syria to provide shelter and NFIs to IDPs. IOM carried out all its work remotely using third-party monitoring to control the quality. Over four million people lived in affected areas with estimations that 2.8 million people required humanitarian assistance.

IOM carried out four main types of shelter interventions in 2019 in northwest Syria, all based on local context analysis.

1. IOM rehabilitated and repaired over 270 damaged buildings, which IDP families could subsequently live in rent-free for one year.
2. Camp infrastructure works/upgrades in 42 informal IDP camps. This included the construction and rehabilitation of drainage systems and culverts, as well as gravelling of roads.
3. Winterization activities, which consisted of the provision of NFIs (jerry cans, heating fuel, heater stove, winter clothes, sleeping maps, blankets) as well as cash and voucher assistance. In addition, IOM provided insulation and upgraded 15,000 tents.
4. IOM managed the contingency stock mechanism as well as single-source pipeline. During 2019, IOM transhipped over 300,000 NFIs and twenty thousand tents through two UN transshipment hubs.

CASH-BASED INTERVENTIONS



Overview of the countries where IOM provided CBI support in 2019.

In 2019, IOM provided support through CBI in

28
countries

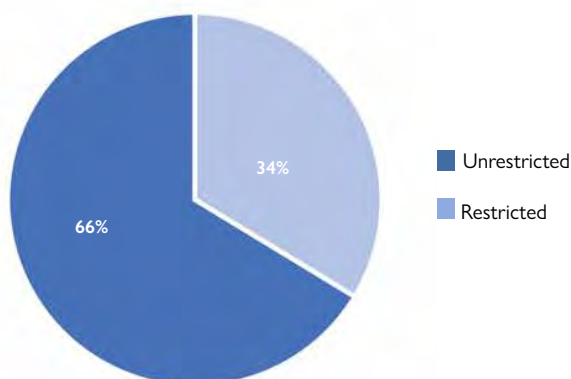
assisting
more than

917,000
individuals

IOM continued to expand and systematize its use of CBI to empower beneficiaries and strengthen the resilience of crisis-affected communities.

In crisis-response contexts, IOM undertook CBI in 28 countries, reaching more than 917,000 beneficiaries, a 26 per cent increase from 2018 and a 120 per cent increase from 2017.

Types of CBI



INSTITUTIONAL CAPACITY

REINFORCEMENT

In accordance with the Grand Bargain commitments and the IOM Strategy for Humanitarian Cash-Based Interventions (2019–2021), the newly established CBI team in Geneva, supported by regional focal points, focused on building IOM's institutional capacity, as well as reviewing internal processes and tools in order to increase and improve the use of CBI as a modality for the delivery of humanitarian assistance. To this end, IOM has developed several new internal tools and materials to strengthen the ability of country offices to implement CBIs. Simultaneously, IOM has started to take significant action to review internal financial and administrative systems against the requirements of CBIs to allow for better monitoring and reporting on cash and voucher-related expenses across the organization.

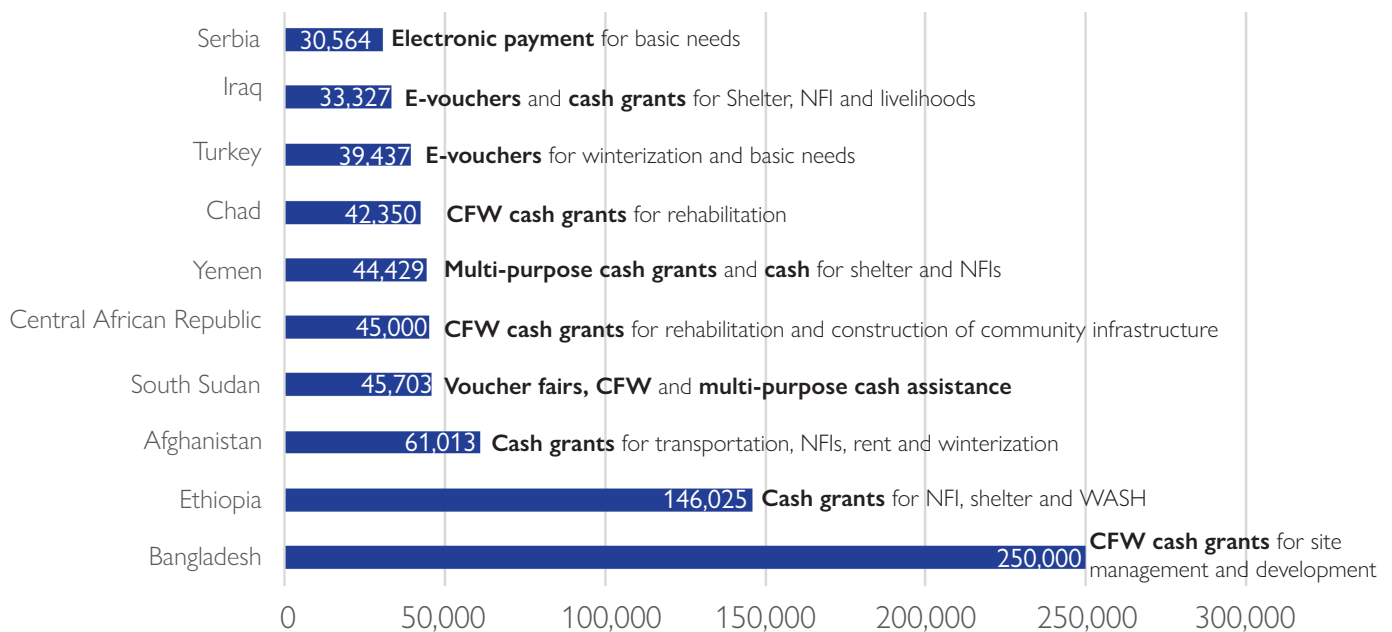
To help country offices enhance the quality of their interventions and recognize the multi-faceted nature of CBIs across its

operational portfolio, several literature reviews were produced and shared widely within the organization, addressing a variety of cross-cutting themes. Leveraging its CBI network, IOM has enhanced its information sharing and knowledge management by establishing an online institutional repository of validated tools, guidance, sample of documents used by different missions and lessons learned on CBIs. Furthermore, in 2019 the CBI team organized a global workshop that was attended by more than 80 staff members and incorporated CBI-related sessions in several global and regional trainings and workshops.

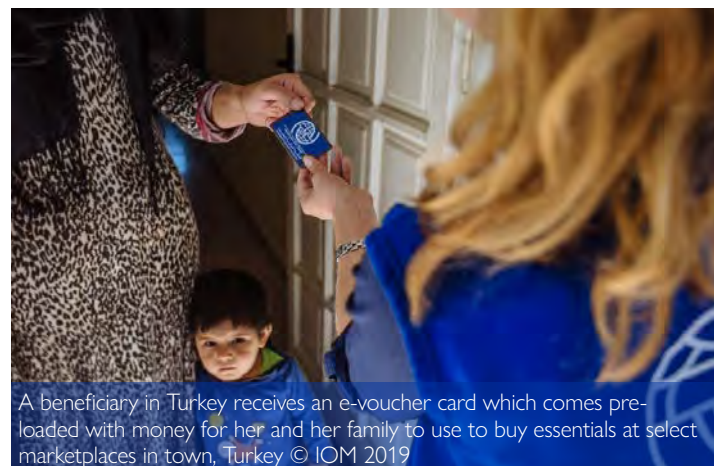
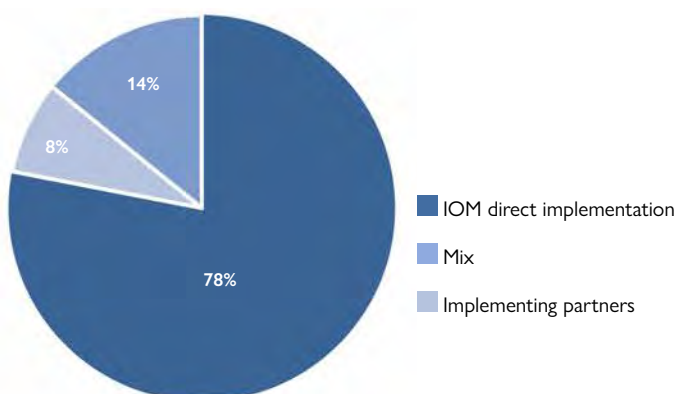
BENEFICIARIES

In terms of total beneficiaries, the 10 largest programmes took place in Afghanistan, Bangladesh, the Central African Republic, Chad, Ethiopia, Iraq, South Sudan, Serbia, Turkey, and Yemen. The table below shows the diversity of CBIs implemented in the 10 countries.

Individuals assisted by country



Direct vs Indirect Implementation



PROTECTION



Overview of the countries where IOM had projects with Protection component in 2019.

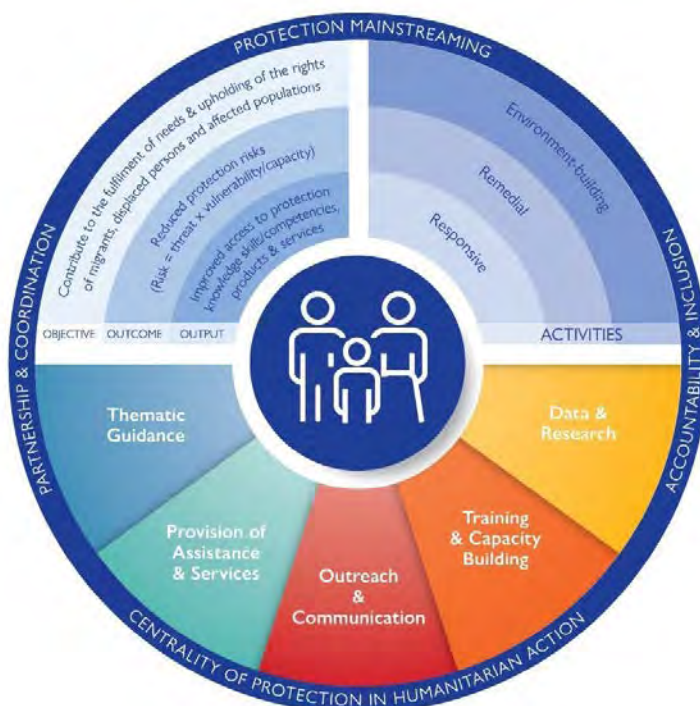
In 2019 IOM developed the Protection in Humanitarian Action (PiHA) roadmap with the aim to promote strategic, predictable, consistent and professional performance in IOM's protection work in humanitarian settings. The PiHA roadmap outlines core commitments of protection programming and five major operational pillars: thematic guidance, provision of assistance and services, outreach and communication, training and capacity building, and data and research.

The five pillars provided the strategic vision for protection work in 2019. Of note, under the Data and Research pillar, a case study was elaborated on a pilot exercise conducted in Libya in order to provide an internal tool for protection staff to increase the use of DTM data as an important data source for protection analysis and assessment.

Under the pillar of Direct Assistance and Services, throughout 2019, over half a million individuals benefited from protection interventions delivered by IOM, which include child protection, risk mitigation, response to and prevention of GBV, counter-trafficking (CT) and inclusion of persons with disabilities, amongst others.

In line with the Training and Capacity Building pillar, a total of 1,698 IOM and partner staff (CBO, CSO, I/NGO, UN agencies, Government) were trained on general protection, child protection, protection mainstreaming, disabilities inclusion, counter-trafficking in emergencies, and gender-based violence. In an effort to scale up IOM's approach to protection, in July 2019, 33 protection officers from 26 IOM country offices were invited to the Protection Symposium in Geneva with dedicated sessions

Protection in Humanitarian Action



to provide feedback for the finalization and global endorsement of the PiHA.

In relation to the Outreach and Communication Pillar, IOM engaged in the dissemination of the roadmap, presenting it to several donors and partners and organizing its internal organization-wide launch on 9 October.

The PiHA has been adopted across country offices, some of which have already elaborated Action Plans. Furthermore, as part of its efforts on disability inclusion, IOM contributed to the development of an online campaign on the International Day for Persons with Disabilities that reached over 240,000 people.

During the reporting period, IOM also strengthened its efforts under the Thematic Guidance pillar, providing continuous remote and in-country support to IOM offices operating in humanitarian settings, as well as contributing to internal institutional tools and guidance elaborated at Headquarter level across units and divisions.

PROTECTION MAINSTREAMING

IOM is committed to mainstream protection in all its operations. Examples reported from field missions include:

- **Jordan** - Transportation assistance for affected populations has been tailored by taking age, gender, and disabilities into consideration ensuring cultural appropriateness and accessible accommodation.
- **Burundi** - Shelter repairs targeting female-headed household, IOM established construction committees comprised of women whilst in parallel providing cash for work for their involvement.
- **Central African Republic** - For distribution of NFI and shelters kits, community dialogues have been organized to agree on location of distribution centres to reduce burden on transportation, to ensure safety and to guarantee transparent communication on selection criteria.
- **Chad** - Trainings were conducted on how to mainstream protection into broader programming, including in procurement procedures.

In 2019 IOM also organized six webinars and delivered capacity building activities on protection mainstreaming and inclusion of persons with disabilities in Bangladesh, Ethiopia, Jordan and Turkey, as well as at Headquarter reaching a total of 249 individuals.

SOUTH SUDAN. MAINSTREAMING DISABILITY INCLUSION

In South Sudan, IOM conducted an assessment together with IOM's Humanity & Inclusion in the PoC site in Bentiu, South Sudan, home to over 100,000 IDPs. The aim of the assessment was to increase the understanding by humanitarian actors of the situation of persons with disabilities living at the site, specifically the barriers and enablers determining access to essential assistance and protection. Multi-sector assessment tools and the WGQs were used for this exercise.

The assessment resulted in a clear roadmap to all actors on how to improve the access, participation and protection of persons with disabilities in a camp setting. This included recommendations on how to ensure accessible consultations with persons with disabilities and how to engage individuals and organisations of persons with disabilities within data collection, and other exercises. The assessment also led to the development of more inclusive distributions and WASH facilities.

PARTNERSHIPS AND COORDINATION

ON PROTECTION

In 2019, IOM maintained and increased partnerships and commitment to several strategic global coordination fora focusing on protection. IOM continued as a core member of global and field protection clusters and engaged in the following Areas of Responsibility: Child Protection AoR, GBV AoR, Mine Action AoR, and Housing, Land and Property AoR, both at Headquarter and field level. Of relevance, in 2019, IOM was elected member of the Strategic Advisory Group to the Global Protection Cluster (GPC).

- With regards to child protection, IOM is a core member of the Child Protection AoR and the Alliance for Child Protection in Humanitarian Action (Alliance CPHA) Steering Committees and of their different working groups and task teams. Notably, in 2019 IOM has been re-elected Chair of the inter-agency task force on unaccompanied and separated children (UASC).
- IOM also continued to actively support and participate in several inter-agency GBV initiatives and platforms, such as the GBV AoR, the GBV Guidelines Reference Group, the Call to Action on Protection from GBV in Emergencies, the GBV Accountability Framework, as well as the UN Action against Sexual Violence in Conflict Network.
- Additionally, IOM continued as co-lead of the Anti-Trafficking Task Team under the GPC as well as engaging in mine action as member of the Explosive Ordnance Risk Education Advisory Group (EORE AG); but also in MHPSS; disabilities inclusion; and PSEA.
- Finally, IOM also actively engaged in the workstreams and initiatives by the IASC Results Groups (RG) specifically RG2 on Disabilities Inclusion, in the IASC Task Team on Inclusion of Disabilities, and RG1 on Centrality of Protection, and maintained its engagement in the Advisory Group of the ProCap/GenCap Project.

PROTECTION



A pathway between shelters in Wau PoC © IOM 2019

COUNTER-TRAFFICKING IN EMERGENCIES

Human trafficking, due to its abuse and exploitation, is a human rights violation and therefore a valid protection issue. Despite the link between human trafficking and emergency contexts, counter-trafficking (CT) is frequently not addressed in a comprehensive manner. To address this gap, IOM pursues top-down and bottom-up approaches to integrate CT activities into humanitarian responses.

In 2019, the initiatives implemented by the CT in Emergencies Team focused on training stakeholders and raising awareness, including: developing 11 e-learning modules; conducting 10 trainings on CT in emergencies, field testing of the GPC Anti-trafficking Task Team operational guidance, and CT in CCCM. In addition, trainings on CT and protection mainstreaming were conducted through deployments in Chad, Central African Republic, Ecuador, Colombia, reaching 350 humanitarian actors, government officials, community leaders and IOM staff.

Another initiative is revamping the specialized guidance for the humanitarian community and IOM staff: IOM's internal Manual to Address Trafficking. Gains were made in data analysis and research: identifying trafficking trends through humanitarian assessments undertaken in South and Latin America, and Central African Republic and integrating trafficking indicators into household surveys in Cox's Bazar. In July 2019, IOM also launched a joint study with the Walk Free Foundation: Migrants and their Vulnerability to Human Trafficking, Modern Slavery and Forced Labour.

Two other key initiatives are collaboration and advocacy. The collaboration with key partners is to identify and assist victims of trafficking, providing technical support to the Anti Trafficking Working Group under the R4V platform in Panama; conducting CT deployments and trainings; supporting the establishment of the Borno State Anti-Trafficking in Persons Task Force and its 2019–2022 Strategy (North-East Nigeria). Advocacy and awareness raising on trafficking in emergency contexts were promoted among humanitarian, donor, and host communities, through active participation of the CT in Emergencies Team to multiple events, and contribution to the Alliance 8.7 Global Coordination Group (GCG).

SOUTH SUDAN.

In South Sudan, IOM and the national partner AYA piloted the “Engaging Men through Accountable Practice (EMAP)” approach in four communities of Luri County, Juba, with a total of eight groups with 74 men and 101 women from February to October 2019. Overall, the findings show that the EMAP intervention has been effective at changing individual knowledge and attitudes related to GBV. The main changes reported are especially in intimate relationships, in particular related to men listening to and respecting their wives through providing money, not staying out late, helping domestically including engaging more with their children. Very significantly many women consider that domestic violence has decreased among these men. In December 2019, all participants graduated from the programme.

DISABILITY INCLUSION

In 2019, IOM continued its involvement in key institutional processes on disability inclusion by providing its first report on the Global Disability Summit commitments in May 2019, feeding into the draft and launch of the IASC Guidelines on the Inclusion of Persons with Disabilities in Humanitarian Action and contributing to the UN Disability Inclusion Strategy (UNDIS) which was launched in June 2019. In addition to this, IOM joined six UN agencies as part of the humanitarian reform of the UN, disability work stream, to produce guidance on strengthening disability inclusion in HNOs and HRPs. These institutional commitments were transformed into practical actions in a number of areas

For example, IOM DTM set up a working group with UNICEF, UNHCR and HI to develop a methodology on barriers faced by persons with disabilities in humanitarian settings. This methodology will be piloted in 2020. IOM's operations in CCCM, shelter, protection, WASH and CBI show progress in the way in which persons with disabilities are consulted during the project life-cycle.

In Bangladesh, IOM has worked with CDD (a disability focused NGO) to consult refugees with disabilities on home-based rehabilitation services and in South Sudan, persons with disabilities have been consulted in the improvement of site and WASH facilities. IOM's work in South Sudan is showcased in the Case Studies Guide that accompanied the IASC guidelines on disability.

CHILD PROTECTION

In 2019, in its capacity as Chair of the Unaccompanied and Separated Children Task Force (UASC TF) of the Alliance CPHA, IOM commissioned the finalization of an inter-agency ToT package on UASC and conducted initial roll-outs of the training. IOM also organized and funded the translation and distribution of the Field Handbook and Toolkit on UASC.

The ToT on UASC was piloted in Ethiopia and Niger, in coordination with the Child Protection Area of Responsibility (CPAoR), training a total of 52 child protection practitioners over a five-day training, targeting multi-layered audience from frontline workers to senior managers of IOM, government ministries (justice, law enforcement, social welfare), CSO, INGO and UN partners. In addition to this, IOM also organized workshops on child protection with a focus on case management, child rights and best interests of the child procedure in Djibouti and Burundi, training a total of 41 individuals amongst IOM, authorities and partners.

Finally, IOM significantly contributed to the new edition of the Minimum Standards for Child Protection in Humanitarian Action launched in 2019 by the Alliance CPHA. The Organization led the revision of Standard 13 on UASC, contributed to the re-drafting of Standard 24 on camp management and child protection and provided its specific technical expertise throughout a two-year consultative process on cross-cutting issues.

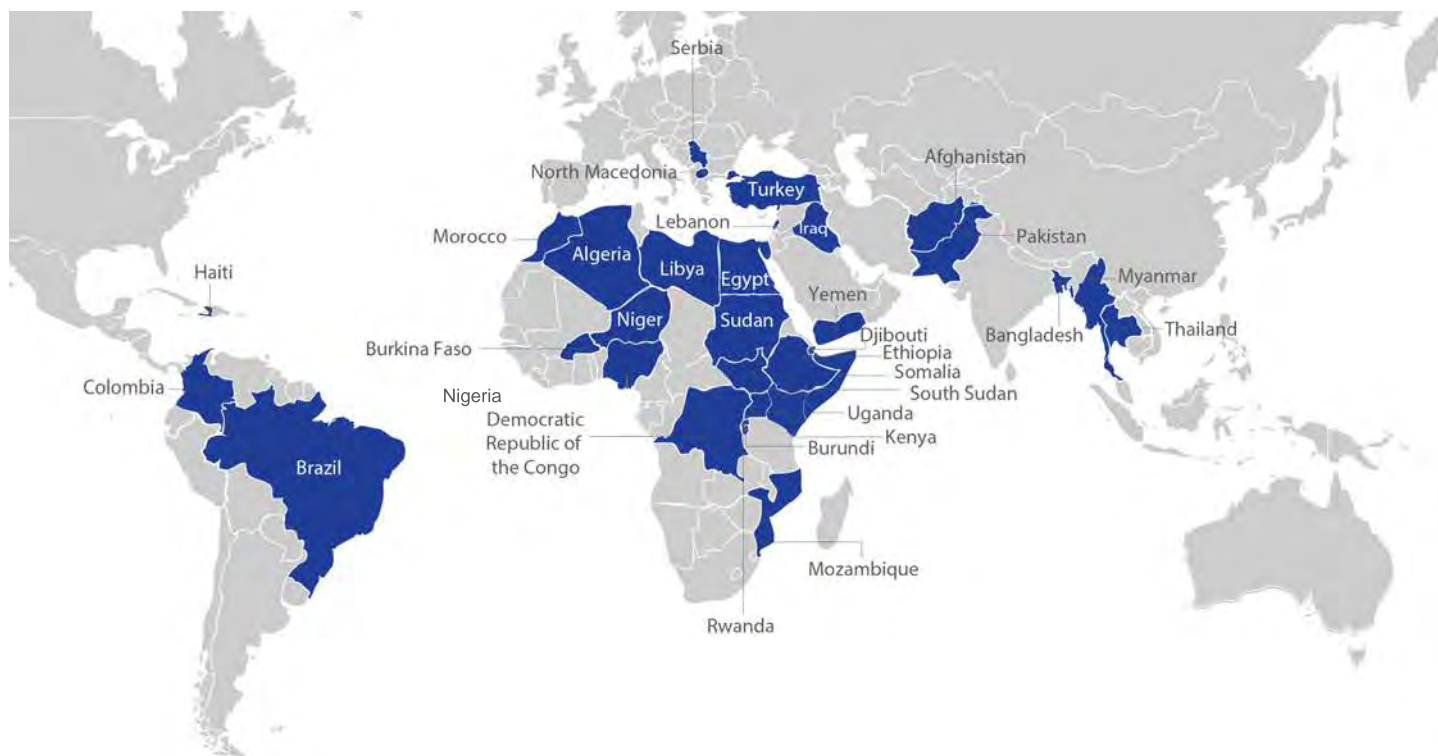
GENDER-BASED VIOLENCE

The GBViC Framework, launched in 2018, was disseminated to all missions worldwide and its content introduced to IOM staff during dedicated trainings, workshops and webinars. The GBViC Framework was rolled-out in Bangladesh, Nigeria and South Sudan, and each country offices was supported to develop a GBViC Action Plan encompassing all units and programmes to guide and monitor the implementation process of GBV-specific or -related activities. Building on ongoing GBV programming in these countries, these Action Plans contribute to broaden the scope of IOM's interventions to address GBV in line with the three pillars of the Framework's operational model. Additionally, the GBViC Toolkit was set up in 2019 to guide IOM staff in operationalizing strategic interventions to address GBV across IOM's crisis programming, as set out in the GBViC Framework.

Efforts to continue mainstreaming GBV prevention and risk mitigation into IOM's emergency response were pursued through various capacity building activities. In total, 30 training and workshops including GBV were conducted for 834 staff, partners and authorities – including CCCM, shelter and settlements, and GBV-specific events. Additionally, IOM Headquarter organized 42 surge deployments to 17 countries facing crises, where support was provided to identify and integrate actions to address GBV in emergency operations. More information on IOM's GBV mainstreaming initiatives can be found in the CCCM and shelter sections of this report.

In 2019, efforts were also directed at building networks and capacities on GBV through a joint retreat between IOM's GBV/Protection, MHPSS and Health staff from 25 countries. The objective was to reinforce systematic responses to GBV across IOM's crisis programming by further strengthening the integration of GBV across IOM's Health and MHPSS programmes. Finally, IOM continued to actively support and participate in several inter-agency GBV initiatives and platforms – organized a GBV stocktaking workshop focusing on lessons on promoting dignity, safety, health and privacy for CCCM, WASH, shelter and GBV clusters, and finally; as a founding partner of the Call to Action on Protection from GBV in Emergencies, contributed to the new Road Map 2021–2025.

HEALTH RESPONSE TO CRISIS SITUATIONS



Overview of the countries where IOM implemented emergency health projects in 2019.

In 2019, IOM implemented emergency health operations in

31
countries

providing

3.6m
primary health care
consultations.



1,681

health personnel engaged in emergency health operations worldwide



380,755

children under 5 vaccinated against Polio and/or Measles



108

Points of Entry/Points of Control Supported in the Context of the Ebola Virus Disease Response

IOM assists crisis-affected people, governments and host communities to strengthen life-saving primary health-care services. IOM is a formal partner of the World Health Organization (WHO), and a member of the Strategic Advisory Group of the IASC's Global Health Cluster and the Global Outbreak Alert and Response Network (GOARN). IOM is

a key player in responding to humanitarian and public health emergencies, as well as supporting health system recovery, resilience and strengthening.

IOM's emergency health programming includes provision of direct health-care services, health promotion, MHPSS, as well as outbreak preparedness and response. IOM's health response in emergencies works in coordination with other sectors and units, including WASH, DTM, as well as GBV risk mitigation and response, which enables IOM's multisectoral approach to address the health needs of vulnerable populations. Notably, in 2019, IOM's emergency health programming continued to expand its work on sexual and reproductive health (SRH) and GBV, in line with the Organization's commitments to the Call to Action on Protection from Gender-Based Violence in Emergencies.

In 2019, there was also a considerable expansion of MHD's collaboration with DTM, in part through population mobility mapping (PMM), which analyses human mobility dynamics and patterns, and consequently helps define where to target public health interventions. PMM also informs responses by identifying areas of frequent mobility and areas of congregation – both within and across borders, and strengthening work at points of entry (POE) to help prevent and rapidly respond to health

HEALTH RESPONSE TO CRISIS SITUATIONS



4,821

health workers trained in communicable diseases and disease outbreaks



31

outbreak/rapid response teams assembled and deployed



185,154

antenatal care consultations provided for pregnant women



362,256

people assisted with MHPSS

hazards, alongside surveillance, and risk communication and community engagement efforts. PMM was critical to IOM's operations in 2019 – providing a mobility-focused approach to outbreaks, including during the EVD outbreak in the Democratic Republic of the Congo (2018 – 2020*).

IOM's health response to humanitarian and public health emergencies aims to save lives, reduce morbidity and alleviate suffering, while upholding humanitarian principles and protecting human dignity. Programming encompasses the various stages and typologies of emergencies, throughout all the phases of the mobility continuum.

BANGLADESH. MHPSS FOR THE ROHINGYA AND HOST COMMUNITIES

In Cox's Bazar, Bangladesh, IOM MHPSS teams provide much-needed support to both the displaced Rohingya and their host communities. In 2019, MHPSS was provided to 43,842 individuals through services provided at health facilities, including psychoeducation and awareness raising, counselling, assessment and identification of people with moderate to severe mental disorders, specialized services provided by clinical psychologists and medical doctors trained in mhGAP, referral to psychiatrists and follow up. IOM MHPSS teams contributed to the strengthening of overall MHPSS system in Bangladesh by providing capacity building to government stakeholders, community and religious leaders, representatives of community networks, local CBOs and NGOs. At the community level, a variety of MHPSS services included support group networks, socio-relational activities, creative and art-based activities, rituals and celebrations (healing ceremonies), sports and plays, non-formal education and informal learning activities (self-awareness sessions and psychoeducation). Additionally, IOM continued to develop the concept of a Cultural Memory Centre to create a community space to promote preservation of Rohingya collective cultural memory. These efforts helped to address the loss of identity endured by the Rohingya, counteracting the cultural limitations they have faced and isolation that has resulted from their displacement, which directly affects their mental health.

DEMOCRATIC REPUBLIC OF THE CONGO AND SURROUNDING COUNTRIES (BURUNDI, RWANDA, SOUTH SUDAN, UGANDA AND TANZANIA). RESPONSE TO THE EBOLA OUTBREAK

In August 2018, an EVD outbreak was declared in North Kivu, the Democratic Republic of the Congo. IOM took a leading role in the response and, recognizing the IASC scale-up, IOM's Level 3 emergency status for the Democratic Republic of the Congo was declared in response to the outbreak and deteriorating humanitarian situation in country. This outbreak has since become the world's second largest EVD epidemic on record. The outbreak has also greatly affected the neighbouring countries of Burundi, Rwanda, South Sudan, Tanzania and Uganda, among others.

In 2019, IOM continued to play a key role in supporting cross-border preparedness and response, in line with the International Health Regulations (IHR, 2005) and IOM's Health, Border and Mobility Management (HBMM) framework. In the Democratic Republic of the Congo and neighbouring countries, IOM has supported the establishment/refurbishment of points of control (POCs) and POEs and, in 2019, supported the screening of over 116 million travellers at 108 POEs/POCs.

IOM has conducted contextually specific and tailored health screening and prevention activities (e.g. risk communication, community engagement and handwashing/hygiene promotion); 20 population mobility mapping (PMM) and flow monitoring exercises to inform preparedness and response efforts; enhanced capacity building; continued active surveillance – including contract tracing and community events-based surveillance; and improvement of WASH facilities as part of infection prevention and control efforts. On the coordination front, IOM had a leadership role at the national level in the Democratic Republic of the Congo and neighbouring countries (Burundi, South Sudan and Uganda), co-leading the POE response taskforce and working groups with WHO.

Please see IOM's work, and regional EVD appeal for 2020-2022: <https://bit.ly/30jrOOE>



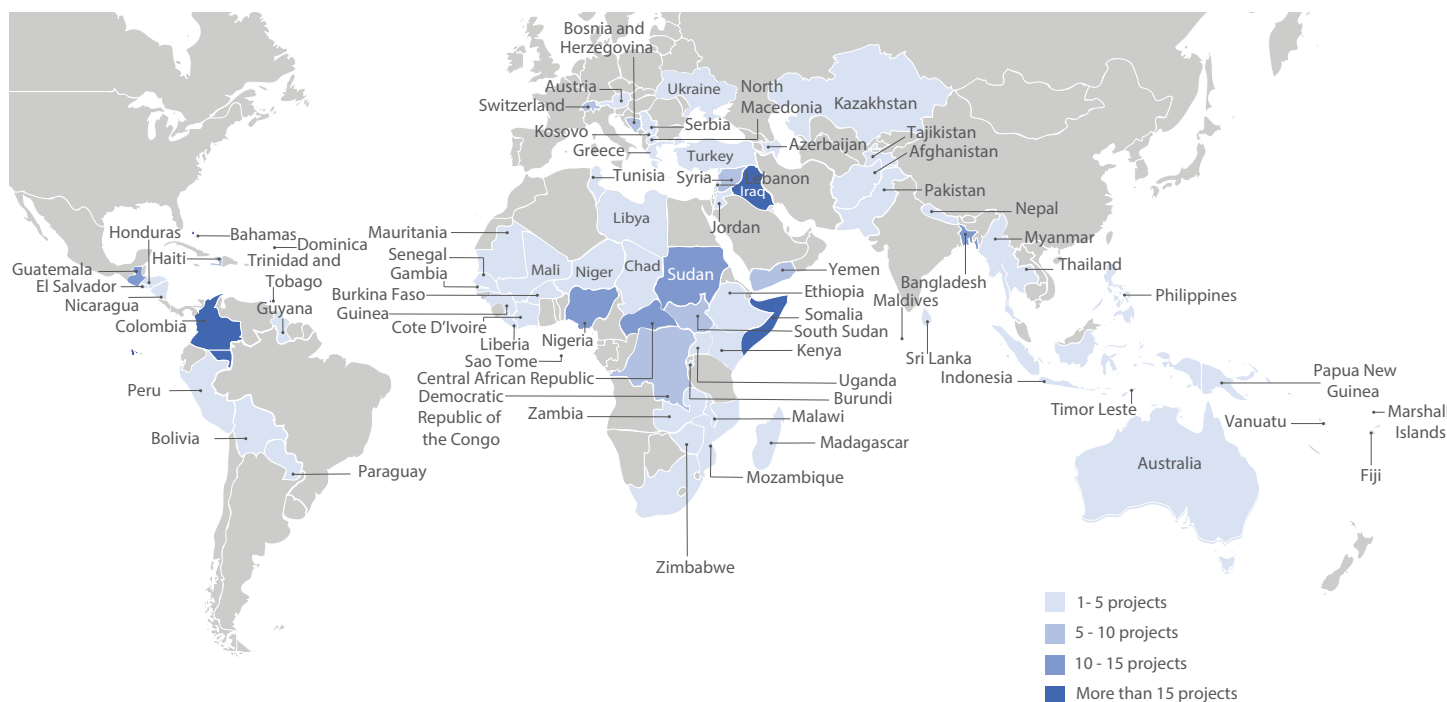
Immunization campaigns are a key element of IOM's regular migration health programming, Cox's Bazar, Bangladesh. © IOM 2019



Mother and son on Ibo Island, Cabo Delgado who lost their home due to Cyclone Kenneth. Immediately after the cyclone, IOM Shelter teams provided tarps and relief kits. Teams organized by IOM supported vulnerable families by placing tarps on roofs to reinforce damaged homes, Mozambique. © IOM 2019



TRANSITION AND RECOVERY



Overview of the countries where IOM implemented Transition and Recovery projects in 2019.

In 2019, IOM transition and recovery programming reached

est. **3.6m**
people



Total Number of Countries with
Transition and Recovery Programming Active



Multi-year projects



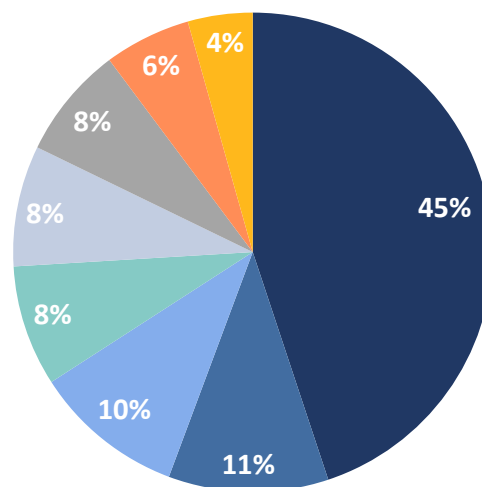
Communities supported

Transition and recovery programmes aim at preventing displacement and other migration crises as well as progressing towards solutions for recovery and resilience within crisis settings and fragile contexts. These programmes apply resilience, peacebuilding and stabilization approaches to assist governments and populations to cope with the medium and longer-term mobility dimensions of crisis. In addition, they assess and address drivers of migration and root causes of complex crises; promote human mobility as a means to reduce vulnerability and progressively resolve displacement situations;

address issues related to access to land and property rights; facilitate access to remedies for human rights violations; and invests in conflict analysis, stabilization, risk reduction and development-oriented solutions. Against this backdrop, IOM provides technical and programmatic support as well as capacity building in the following specific thematic areas: community stabilization, disarmament, demobilization and reintegration (DDR), disaster risk reduction and resilience, elections support, housing, land and property (HLP), preventing violent extremism (PVE), reparations and solutions to displacement.

PROJECTS ACTIVE IN 2019 PER THEMATIC AREA

No of Active Projects	Thematic Areas
154	Community Stabilization
35	Disarmament, Demobilization and Reintegration
35	Peacebuilding and Peace Preservation
28	Election Observation Missions
28	Solutions to Displacement
26	Disaster Risk Reduction and Resilience
37	Reparations and Humanitarian Assistance to Victims
15	Preventing Violent Extremism



STRENGTHENING IOM'S INSTITUTIONAL APPROACH TO THE HDPN

In 2019, IOM's transition and recovery programming and inter-agency collaboration have continued to support the HDPN with the aim to support the recovery of communities, build resilience and contribute to stability and peace. Given the broad range of and expertise in recovery, community stabilization and other peacebuilding (e.g. DRR, community violence reduction) approaches, its strong field presence in fragile and transition states, IOM is uniquely positioned to contribute to strengthening the links between humanitarian, development and peace interventions. IOM's approach to community stabilization is viewed as an effective enabler of the HDPN, as it supports the transition out of emergencies and crises into durable solutions and more stable, predictable situations where development can take hold. Additionally, in areas at risk of conflict and displacement, improving stability can reduce the risk of this occurring, or re-occurring.

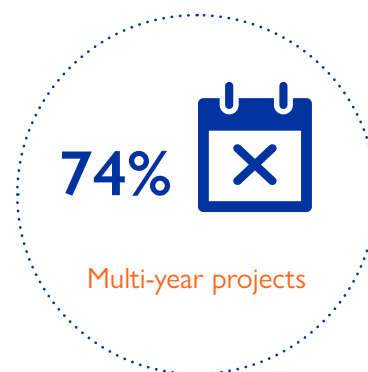
In order to further advance IOM's approach to the HDPN, IOM on behalf of the IASC Operational Policy and Advocacy Group (OPAG), RG4 on Humanitarian-Development Collaboration co-organized with the International Network on Conflict and Fragility (INCAF) and the Organisation for Economic Co-operation and Development (OECD) an exchange between bilateral and multilateral stakeholders on what success looks like in the context of HDPN and to define common actions. A major outcome of the event was the agreement on the need to better understand and articulate the peace dimension in the nexus, including what it entails and ways for humanitarian actors to engage. IOM has volunteered to co-lead this workstream in 2020 together with World Vision. In 2019 IOM, in the context of IASC RG4, also contributed to the development and drafting of the Guidance on Collective

Outcomes, seen as an important tool to implement the triple nexus. This guidance document will be disseminated in 2020. IOM has also been active in learning meetings on the migration - peace nexus organized by SwissPeace in collaboration with the Swiss Foreign Ministry in order to better understand the interlinkages and guide policies to that regard. IOM also carried out internal consultations to improve transition from humanitarian assistance to more transition-type interventions and ways to more strategically and systematically work towards joint goals.



Woman smiling in her stall as she sells her dry goods and some fruit and vegetables, Somalia. © IOM 2019

COMMUNITY STABILIZATION



The community stabilization approach comprises locally driven, community-based, development-principled programming in crisis, transitional, or fragile contexts, which aim to prevent, mitigate and reduce the drivers and negative effects of displacement and irregular migration related to natural and/or human-made crises.

Within IOM, community stabilization is considered a process and not just a physical product or set of products, that restores social cohesion between communities and the social contract between local authorities and the population. It includes creating the conditions for communities to address their grievances and tensions through dialogue to cooperate and mutually support each other; collaborate with governments, civil society groups and traditional leaders based on trust and confidence, and regain both collective and individual agency to recover from crisis and become more resilient to future shocks.

Working in 47 fragile or crisis affected countries in 2019, community stabilization is increasingly becoming a flagship approach within IOM's transition and recovery portfolio contributing to multiple outcomes including crisis prevention, peacebuilding, and transition towards durable solutions in displacement affected areas.

In 2019, a range of products and resources were created to strengthen understanding and coherence across the organization, including two videos, training modules and the community stabilization Operational Field Guide.

Following the establishment of the Secretary General's High-Level Panel on Internal Displacement, there is a growing interest in how the community stabilization approach can contribute, as an incremental step towards durable solutions, even when the conditions are not conducive for sustainably resolving displacement, as highlighted in the following case study on Ethiopia.

ETHIOPIA.

IMPROVING STABILITY AND CAPACITIES FOR PEACEFUL CO-EXISTENCE IN COMMUNITIES DISPLACED BY INTER-COMMUNAL CONFLICT

In 2018, inter-communal violence in Ethiopia resulted in the internal displacement of approximately 3 million individuals. Partners, including IOM led by the Resident Coordinator's Office engaged with the government to establish a national 'Durable Solutions Initiative' (DSI), soliciting support at the highest levels in order to apply standards, coherence coordination through the durable solutions working group, co-chaired by IOM and the government, as well as political commitment to address the displacement situation. Concurrently, at the sub-national level, different departments and local administrations in the Somali Regional State formed cascading from the central to local levels, and were supported to undertake assessment, consultation, strategic planning and coordination for resolving conflict related displacement, through local integration, relocation and return to places of displacement. IOM contributed by training 51 local 'Woreda' level leaders as well as civil society organizations and community leaders in Community-Based Planning (CBP). CBP is a structured but adaptable community driven, government-led process encompassing participatory assessment, analysis, planning, prioritization, implementation, monitoring and evaluation. It was used to improve stability at local levels through creating the space for civic dialogue, engaging communities in peace and reconciliation processes as well as addressing tangible infrastructural and economic recovery needs.

In Balbile Woreda, for example, following a government-led peace and reconciliation event, members of opposing sides of the inter-communal conflict, including returning IDPs, engaged in a CBP process to plan and prioritize recovery interventions as well as establish foundations for peace through the appointment of 'peace ambassadors' mainly composed of women and youths, community-based reconstruction of schools and clinics that were burned and other small scale infrastructure. Once stability is restored at community levels in areas of return, and the risk of re-emergent conflict reduced, it is envisaged that displacement affected populations from both communal groups will be more able to embark on long-term recovery and the attainment of durable solutions.

SOLUTIONS TO DISPLACEMENT

28



Active projects

15



Countries with projects

46%



Multi-year projects

In 2019, the number of internally displaced persons continued to grow, exceeding 70 million individuals globally. Furthermore, an increasing number were living in situations of protracted displacement, with the average duration approaching two decades. As the humanitarian needs of IDPs exceed global capacities, supporting affected populations to sustainably resolve displacement is becoming a critical concern. In 2019, both global commitments to strengthen the link between humanitarian action, development and peacebuilding (the HDPN) as well as the establishment of the Secretary General's High-Level Panel on Internal Displacement have renewed interest in and elevated the importance of supporting durable solutions.

However, whilst displacement can happen quickly, finding solutions can take years to achieve, and the challenges of resolving displacement increase as situations become more protracted. Both discourse and practice increasingly reference the incremental steps towards attaining durable solutions as referenced in IOM's approach to community stabilization described above, as well as recognizing that the attainment of durable solutions requires long-term engagement.

During 2019, as a complement to IOM's programmes focused on community stabilization, the organization worked in 15 countries to facilitate transition towards sustainably resolving displacement.

Please see case study video link for Durable Solutions of Displaced Communities in North Darfur: <https://bit.ly/3g3hyr2>



Director of this school in Nassau. He has opened its doors to hurricane-affected children, including Haitian migrants, displaced, The Bahamas.. © IOM 2019

SARAFAYA NORTH DARFUR. FACILITATING DURABLE SOLUTIONS

The project successfully supported over 54,398 beneficiaries, targeting both returnees and local communities. While at the start of the project in 2018 the community only counted 17 individuals, after initial completion over 19,000 people had returned. To ensure continuity and the sustainable reintegration of returnees in Sarafaya and neighbouring villages, IOM is currently implementing complementary activities in the area under the United Nations, acting through the African Union-United Nations Hybrid Operations in Darfur (AMID SLF II).

Over 6,000 individuals gained **increased access to livelihood** and **employment opportunities**:

- Distribution of seeds and farming tools paired with agricultural training for 966 households (5,796 individuals);
- Distribution of water pumps to support irrigation for 40 farmers;
- Provision of veterinary care equipment and trainings to eight community animal health workers; and
- Provision of mobile chargers and business and leadership training for five youth groups (7–10 youths per group).

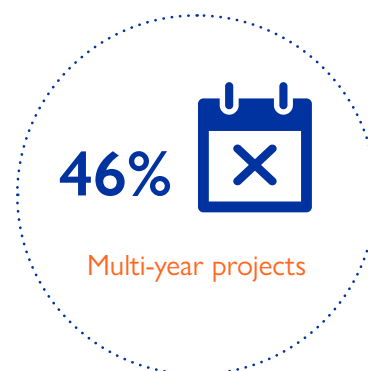
More than 39,025 individuals benefited from **health services** through the following activities:

- One health facility rehabilitated, including provision of medicines and installation of a solar power system;
- One refresher training on nutrition services organised for 23 Community Health Workers; and
- Nutrition and health promotion activities and management of malnutrition.

Around 6,713 individuals benefited through improved access to **WASH** and **educational** services:

- Two mini water yards rehabilitated in Sarafaya and Birka, including installation of solar systems; and
- Two primary schools rehabilitated, including new classrooms, teacher offices and WASH facilities benefitting over 730 children and 13 teachers.

DISASTER RISK REDUCTION AND RESILIENCE



Preventing disaster risk is critical to tackling displacement challenges, and essential for achieving the 2030 development agenda. IOM supports Member States to integrate mobility in strategies that reduce risk and build resilience. In line with the Sendai Framework for Disaster Risk Reduction 2015–2030 and underpinned by broad multi-stakeholder engagement, these efforts harness dimensions of mobility in prevention and mitigation, and promote resilience and durable solutions in recovery and reconstruction. In 2019, IOM implemented 26 dedicated disaster risk reduction (DRR) projects in 15 countries and across 5 regions - Asia and the Pacific; Central and North America, and the Caribbean; Central and West Africa; Eastern Africa; and Headquarters of which a third were part of multi-year programming initiatives.

Working at individual, household, community, and systems levels, these efforts contributed to ensuring the wider inclusion of migration and displacement considerations in country-level

DRR policy, strategy, and planning. For example, in a joint effort, IOM, UNHCR, and WFP worked with government officials in Bangladesh to enhance local capacities to respond to and prevent recurring disasters. This project included improvements to infrastructure, such as rehabilitating cyclone shelters, and strengthened the capacity of communities to cope with disasters and extreme weather events through the exchange of knowledge and best practices. In Dominica, IOM supported a housing program that resulted in housing repairs and construction, trainings, and a move towards community-based disaster risk reduction. In Nepal, IOM conducted disaster risk reduction and management (DRRM) needs and capacity assessments in 14 local governments across 7 provinces. The results led to a comprehensive training module on DRRM and tailored trainings to enhance the capacity of the local governments. As capacity-building remains a primary focus throughout the DRR portfolio, the majority of 2019 projects focused on or had this aspect integrated into them.



DRR capacity diagnosis in Comoros. © The CADRI Partnership 2019

SUPPORTING DRR CAPACITIES IN TOGO.

In the last quarter of 2019, IOM led an inter-agency DRR capacity diagnosis in Togo in response to a government and UNCT request. The mission identified national capacities and gaps in DRR and climate change adaptation across priority sectors. The assessment team included experts from IOM, CADRI, WFP, UNICEF, UNDAC, FAO, UNFPA and OCHA, who worked closely with the UNCT and government representatives. Experts were deployed from the IOM West and Central Africa Regional Office and the IOM Haiti Country Office. The capacity diagnosis produced technical recommendations, including the need to strengthen coherence between the mandates of national institutions working in DRR and emergency response, and to better define the roles and responsibilities of the National Civil Protection Agency and other members of the national DRR platform, especially at the local level.

WORKING IN PARTNERSHIP TO SUPPORT SYSTEM-WIDE EFFORTS

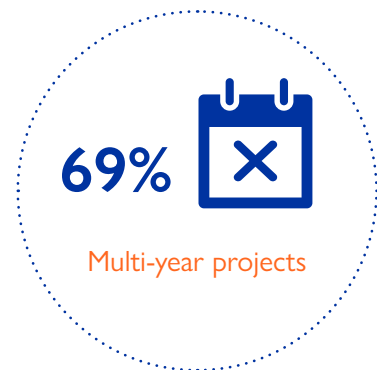
Strengthening multi-stakeholder and whole-of-UN approaches to DRR remained a central priority for IOM in 2019. At the global level, IOM maintained close and regular collaboration with UNDRR through the UN DRR Focal Points Group to prepare for the 2019 Global Platform on Disaster Risk Reduction and to coordinate other joint activities in support of the UN-wide Plan of Action on DRR for Resilience. IOM also deepened its engagement with the CADRI Partnership – the largest existing inter-agency mechanism providing multi-sectoral capacity support in DRR–by elevating its membership status to Executive Partner. In the framework of this partnership, IOM contributed experts for inter-agency capacity assessments in Comoros and Togo. IOM also took up co-leadership of the CADRI Partnership’s regional inter-agency facilitation function for West and Central Africa and continued to lead the partnership’s coordination mechanism

in Southern Africa. IOM’s increased leadership role in these efforts was enabled through the Migration Resource Allocation Committee-funded project Improving IOM’s position as a Global Leader in DRR and Expanding Operational Capacity.

Additionally, as a member of the CADRI Partnership tool revision expert group, IOM participated in a series of technical workshops and consultations in Geneva to update the CADRI Tool for Capacity Diagnosis for Disaster Risk Reduction and the related sectoral module on human mobility. The tool revision process sought to ensure that the Sustainable Development Goals, the normative components of climate change adaptation, a rights-based approach, and gender and conflict sensitivity would be fully integrated in future capacity development processes on DRR—including on aspects related to human mobility.



Children in Togo during the DRR capacity diagnosis, Togo. © The CADRI Partnership 2019



In 2019, IOM implemented 35 peacebuilding projects in 15 different countries, of which 69 per cent were multiyear projects. The core programming activities included reconciliation, conflict management, community violence reduction, community-policing, security sector reform, improved access to justice (when aimed at conflict mitigation), human security, institution building (when related to addressing conflict vulnerabilities), and political and economic transformation specifically intended to reduce or mitigate drivers of conflict. The community stabilization approach is often also used in peacebuilding work to address identified conflict dynamics and drivers.

Peacebuilding projects work at multiple levels of society including at the individual, communal or societal/institutional level, and may include addressing physical, social/cultural, and structural impediments to peace and conflict management. The different project initiatives can be implemented during ongoing conflict or as an integral part of post-conflict reconstruction and rehabilitation work, when such activities aim in whole or in part to address drivers of conflict, or as part of preventive work such as community violence reduction.

As a part of IOM's peacebuilding portfolio, community violence reduction programmes draw upon the methodology of community stabilization, recognizing it as an intermediary step, focusing specifically on stabilization and creating the conditions for peace, thus creating space for longer-term interventions. IOM's community violence reduction (CVR) programming is informed through community engagement processes, addressing the material needs and social relationships and dynamics, in efforts to reduce internal community violence or violence in fragile contexts.

IOM'S PEACEBUILDING PROGRAMMING INCLUDES DISTINCT AND OFTEN COMPLEMENTARY AREAS OF WORK

Displacement is a common consequence of conflict, requiring peacebuilding and recovery interventions **attuned to the mobility dimensions of conflict**. IOM supports a diverse peacebuilding portfolio designed to prevent, manage and resolve conflict as driver of displacement and obstacle to return and reintegration. IOM's peacebuilding programmes help individuals, communities and institutions to address the drivers of conflict, and manage conflict triggers and dynamics, **reducing negative migration pressures and lay the groundwork for resolving displacement**. These peacebuilding programmes are supporting violence prevention and resolution, community stabilization and social cohesion, and former fighter reintegration, creating conditions for sustainable peace. Peacebuilding requires specific attention to complex and sensitive social dynamics with attention to gender, youth and conflict sensitivities, as well as issues of human rights and protection, restitution, transitional justice, equitable access to social services, participatory governance, and inclusive livelihoods. As such, IOM's commitment to peacebuilding contributes to the objectives of the HDPN, and the 'Sustaining Peace' agenda.

IOM's peacebuilding toolbox is comprised of several distinct sub-sets of peacebuilding work: **DDR; disengagement, disassociation; reintegration, and reconciliation (DDRR) for reintegration work with associates of sanctioned violent extremist groups; PVE; community stabilization; CVR; community-based conflict management; community policing and security sector reform.**

CENTRAL AFRICAN REPUBLIC.

COMMUNITY VIOLENCE REDUCTION PROJECTS

Since 2014, IOM has implemented a multi-faceted CVR programme in the Central African Republic in collaboration with the UN Multidimensional Integrated Stabilization Mission in Central African Republic (MINUSCA). The programme aims to support perpetrators of violence ineligible for inclusion in potential DDRR processes and their communities in order to build trust and recover from the effects of conflict. The biggest challenge for DDRR programs in the Central African Republic is the ongoing risk of recruitment by armed groups of vulnerable individuals. IOM implements comprehensive actions that seek to diminish inter-communal violence and enhance the resilience of individuals and groups against possible recruitment. IOM endeavors to contribute to community stabilization at the local level by strengthening the local economy and social cohesion and by creating opportunities for dialogue between authorities and community members. A stable and resilient environment reduces the risk that former combatants/fighters will return to violence, and it also lays the groundwork for reintegrating perpetrators of violence into the community. The CVR programme takes place in the north-western part of the country, where most of

the Anti-Balaka groups are situated and community violence is particularly severe.

In 2019, the establishment and capacitation of local committees and the assessment of priority needs was emphasized. The assessments illuminated that indeed many of the rural communities are isolated and living almost without support of public administration and basic services. The difficult access and the inability to reach some of the communities during the rainy season is one of the most important obstacles to enhance security, to support resilience and to provide basic services assistance to the population. Concretely, this pilot project implemented the rehabilitation of bridges and establishment of streetlights in the project area.

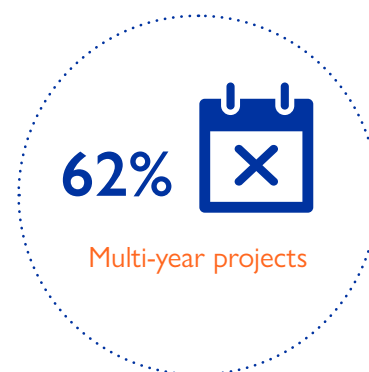
The local committees established in 2019 were trained in conflict management and violence reduction including GBV prevention, conflict mediation and analysis, the rights of vulnerable groups and the creation of environments for peaceful coexistence.

Other complementary CVR projects took place in 2019 including the rehabilitation of the High Court in Bouzoum, the construction of a college in Gouze, and the building of a hall in Loura.



IOM is partnering with local communities to offer cash-for-work activities to help restart individual economic livelihoods in the capital of Bangui, Central African Republic. © IOM 2019

DISARMAMENT, DEMOBILIZATION AND REINTEGRATION OF FORMER COMBATANTS



In the context of assisting in the transition and recovery of conflict affected societies and communities, IOM has supported disarmament, demobilization, and reintegration programmes for former combatants/fighters and their communities of return, with close to 200 projects over the last 25 years. In 2019, IOM implemented 37 DDR projects, of which 62 per cent are multi-year projects in 15 different countries, including in Bosnia and Herzegovina, Central African Republic, Colombia, Kenya, Mozambique, Somalia and in the Lake Chad Basin Region. IOM's involvement in DDR stems from the Organization's commitment to the prevention and resolution of the drivers of crisis-induced displacement, as well as its mandate to provide reintegration assistance for migrants and displaced populations, including former combatants/fighters. The role of conflict as a critical instigator of displacement underpins the responsibility of IOM to support and implement DDR programmes that prevent and mitigate conflict, support post-conflict recovery and build the conditions for sustainable peace.

The reintegration of former combatants is recognized as a key factor in successful peacebuilding, addressing the need for immediate security and longer-term recovery in the transition from war to peace. IOM supports DDR efforts by focusing principally on successful reinsertion and reintegration, supporting former combatants to transition to civilian life and by supporting communities to recover, absorb and support returning former fighters and other conflict-affected populations through socio-economic recovery, social cohesion

programming and a broad array of peacebuilding support interventions. IOM's efforts support reconciliation at the national and community level and contribute to restoring trust through confidence-building measures to help prevent or mitigate future violent conflict. At the structural level, IOM supports local, regional and national government institutions to revitalize governance and improve local authorities' responsiveness to the challenges of DDR and sustainable reintegration. Direct assistance to former combatants and to host communities may include health services, psychosocial assistance, livelihoods assistance, social cohesion activities and reconciliation among other needs defined by the context.

In contexts of unresolved or ongoing conflicts and/or conflicts involving sanctioned violent extremist groups, States face new challenges in managing security and providing solutions to conflict. IOM has adapted its DDR programming to more adequately respond to these complexities through a modified DDR approach focused on DDRR. DDRR focuses on supporting governments to create legal and operational frameworks for the viable, reliable, transparent and accountable 'off-ramping' of eligible associates of sanctioned violent extremist groups, to assist in their transition to productive and peaceful civilian lives, well-integrated into their communities.

As part of the Inter-Agency Working Group (IAWG) on DDR, IOM also played a key role in 2019 in the drafting and revision of multiple chapters leading up to the launch of the revised Integrated Disarmament, Demobilization and Reintegration Standards (IDDRS) in November of 2019.

SOMALIA.

SUPPORT TO WOMEN FORMERLY ASSOCIATED WITH AL-SHABAB

For many years, the National DDR Programme in Somalia focused on male disengaged combatants, as it lacked sufficient policies, pathways, and capacity to identify and respond to the complex needs of women associated with Al-Shabab (AS), many of whom are IDPs and survivors of conflict-related sexual violence (CRSV).

In 2019, initiated through short-term catalytic funding from the UN Peace Building Fund (PBF), IOM began implementing the first project of its kind to provide targeted services to women formerly associated with AS. Through women-led CSOs, IOM engaged 150 women and their dependents in holistic and gender-sensitive services to facilitate rehabilitation and safe and sustainable social and economic reintegration.

During the project, extensive research was undertaken to better understand the needs of women who disengaged from AS, to better inform and guide the government and international community in developing a strategy. Through a household survey conducted by women's CSOs, IOM Somalia identified over 2,600 women across Mogadishu, Baidoa, and Kismayo who had escaped, were rescued, or defected from AS. Qualitative research conducted as part of case management, highlighted the high vulnerability and risks facing women who leave AS,

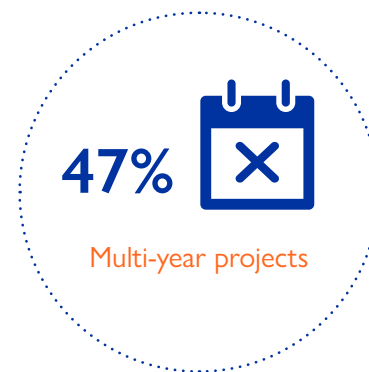
as well as the complexities of their return to society, which encompass security, humanitarian and development dimensions. Women faced significant threats when they leave or cut ties with AS, especially when there is dispute over children, who are viewed as AS 'assets'. If not assisted, protected and included in the peace process, these women (and their children) are left vulnerable to re-recruitment and may be forced to conduct AS instructed activities for survival or so that they can keep their children, or may face 'punishment' or death as a result of their non-compliance to AS directives.

The gender-specific needs identified through the PBF project have lent themselves to follow up projects to take place in 2020, including the establishment of Somalia's first Female Transitional Rehabilitation Centre in Baidoa. Differing from the centres for male disengaged combatants, the female centre is a 'day centre', equipped to provide rehabilitation services to up to 100 beneficiaries during the day. Disengaged women are supported to remain in their communities, promoting social reintegration from the moment they disengage. As many women are head of households, with an average of six or more dependents, the programme was developed to accommodate the needs of women, while promoting access to critical services.



Support to Women formerly associated with Al-Shabab in Somalia as part of DDR of former combats activities, Somalia. © IOM 2019

PREVENTING VIOLENT EXTREMISM



Violent extremism is a transnational phenomenon often emerging from a complex set of social challenges and drivers in fragile and crisis-affected contexts. Violent extremism is itself a growing cause of displacement globally and distressed migrants, such as those in conditions of protracted displacement may be more vulnerable to recruitment. Within IOM's peacebuilding portfolio, PVE programmes address underlying drivers, motivations and vulnerabilities to violent extremism that may arise in contexts of marginalization, exclusion, human rights violations, social isolation and lack of livelihood opportunities and defection from armed groups. Recognizing that vulnerability in itself is insufficient to explain why some people choose to join violent extremist groups, the Organization has tailored its prevention and reintegration programmes to address structural motivators, enabling factors, and individual incentives that generate contextual susceptibility to violent extremism.

At the close of 2019, IOM was implementing 15 PVE-specific and relevant projects, of which 47 per cent of projects were multi-year, in 18 countries including Austria, Kenya, Mozambique, Somalia, the Philippines and various countries in the Western Balkans and Central Asia. Project activities included community-based approaches, support to at-risk individuals, government capacity building and psychosocial support services.

IOM's approach to PVE programming is informed by robust context analysis and tailored to local circumstances, with an emphasis on improved relations between government and citizens, community-based prevention approaches for youth-at-risk, return and reintegration assistance for returnees, and community projects with psychosocial dimensions. PVE takes place across IOM's multiple programmatic areas of assistance, including as part of conflict prevention, post-facto DDR effort, migration management and assistance, and durable solutions.

UGANDA.

STRENGTHENING SOCIAL COHESION AND STABILITY IN SLUM POPULATIONS

Starting in 2016 and set to end in 2020, the Strengthening Social Cohesion and Stability in Slum Populations (SSCoS) project funded by the EU Trust Fund is engaging in activities in the areas of Bwaise, Katwe, Kisenyi, Kabalagala and in divisions of Kawempe. The overall objective of the project is to address the root causes of inter-communal conflict in slum populations by addressing sources of grievance and by strengthening community cohesion around shared development assets. Through a community stabilization approach, the project aims to increase the knowledge of conflict drivers in slum communities, strengthen the capacity of security agencies and the Government to prevent violent extremism, and increase the capacity of communities to violent extremism,

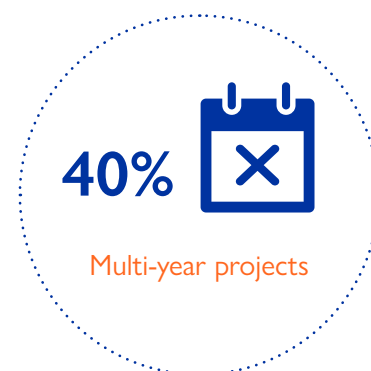
In 2019, the project made significant progress towards achieving its objective of improving welfare of the slum dwellers through employment, reporting a 25 per cent decline in unemployment, the creation of 481 jobs through small business start-ups and access to financial services through cooperatives. Three early warning centres have also been established in police stations, to lend to the reporting and monitoring of recruitment and radicalization to violent extremism.

This project has positively contributed in addressing the root causes of social grievances and instability in the target slum areas, and importantly has demonstrated the importance of the local community prevention of violent extremism through social cohesion messaging, capacity building for stakeholders in community policing and human rights based service provision, and youth economic empowerment efforts.



Maurice lost his home on Abaco Island in the Bahamas after Hurricane Dorian hit landfall in August 2019. He lost most of his belongings in the storm but was able to hold on to a few treasured items, Bahamas. © IOM 2019

LAND, PROPERTY AND REPARATIONS



Achieving durable solutions for displaced population, maintaining social cohesion, securing lasting peace and enabling sustainable development is not possible without addressing the grievances of the individuals and communities which have been subject to human rights violations and ensuring access to HLP rights. For these reasons, IOM has been actively engaged in provision of expert advice, technical assistance, capacity building measures and direct operational support to countries and partners which have undertaken durable solutions or transitional justice initiatives for the past 20 years.

During 2019, IOM continued its activities in support of the implementation of the Colombia's Victims' Law and the Special Jurisdiction for Peace (JEP), the Sri Lanka's Reparations Policy and the Bosnia and Herzegovina's efforts to harmonize access to rights and assistance for survivors of Conflict Related Sexual Violence (CRSV). While continuing its activities in the mentioned countries, IOM also engaged in new partnership with the Office of the UN Special Representative of the Secretary General on Sexual Violence in Conflict (SRSG-SCV)

to support to Government of Iraq to develop framework and mechanisms for reparations for the survivors of sexual violence committed during the brutal occupation by ISIS. At the request of the Government of Germany, IOM also started with the implementation of an assistance programme for the victims of the Colonia Dignidad residing in Chile and Germany.

At global level, IOM also contributed to the global debate and advanced the issue of reparations for human rights violations in general and survivors of CRSV in particular by organizing two global events which brought together member states, UN partners, civil society organizations, independent experts, law practitioners, academia and most importantly survivors. The first event, which took place in June 2019 in Geneva, was organized in collaboration with the Queens University Belfast, OHCHR and the Geneva Academy. The second event which was organized in collaboration with the Office of the SRSG-SCV took place in New York on 31 October/1 November.



28



Active projects

24



Countries with projects

3.5%



Multi-year projects

IOM provides support to governments as part of their efforts to expand the access of migrant communities to democratic electoral process in their countries or territories of origin. The strengthening of democratic institutions through the promotion of national and local elections is a fundamental component of democracy, human rights, conflict prevention and community stabilization. In fragile and post-crisis contexts, such support may contribute to a reduction of internal displacement and to a more sustainable management of migration flows, including the structured and humane return of refugees, diaspora members and/or irregular migrants. IOM provides logistical and administrative support for election assistance when requested through various activities supporting out of country voting, election observation missions, and electoral assistance.

Throughout 2019, IOM continued its support for EU Election Observation Missions (EOMs), which observe electoral processes in partner countries throughout the world. EOMs conduct comprehensive analyses of electoral processes and provide impartial and informed assessments of the conduct of elections to strengthen the confidence of voters to participate freely. While IOM has no direct association regarding the outcomes and recommendations of EOMs, the Organization has a longstanding and proven track record in supporting the logistics, security, administrative, financial and other operational aspects associated with the implementation of EOMs. EU EOMs are coordinated by IOM Brussels, with support from Headquarters when necessary.

In 2019, IOM had 28 active elections support projects. These included projects in nine Latin American countries (Bolivia, Guatemala, Guyana, Haiti, Honduras, Nicaragua, Paraguay and Peru), seven African countries (Ethiopia, Gambia, Mozambique, Nigeria, São Tomé and Príncipe, Senegal, and South Africa), in six Asian countries (Bangladesh, Maldives, Myanmar, Pakistan, Philippines, and Sri Lanka) and two in the MENA Region (Jordan and Tunisia).

NIGERIA.

EU ELECTIONS OBSERVATION MISSION

The EU EOM to Nigeria 2019 was implemented within the Framework Contract for Support to EU EOMs. IOM was selected as service provider for the provision of various activities that included observing the Presidential Elections scheduled for 16 February 2019 and State level Elections scheduled for 2 March 2019.

The overall aim of the project included to strengthen democratization, good governance and conflict prevention; contribute to reducing the possibility of fraud, manipulation, intimidation, which could undermine the electoral process, and improve the legal framework and conduct of future elections, as well as public confidence in the institutions.

IOM provided the following services:

- **Logistic services** such as travel arrangements for observers' and experts' deployment and consular support, set-up of local offices and accommodation for Mission members, in-country transportation, procurement and distribution of ITC equipment, medical items, and visibility material.
- **Administrative and financial support** including contracting all EOM experts, observers, and national staff and payment of fees and salaries to all staff.
- **Security arrangements** such as the implementation of an overall security and information system, developing a security plan including medical evacuations, organizing a HEAT training, setting up a EU EOM Security Cell monitoring observers movement, provision of security equipment and devices, and preparation of daily and weekly security reports.

MIGRANTS IN COUNTRIES IN CRISIS



Overview of the countries where IOM implemented MICIC capacity-building activities in 2019.

In 2019, IOM organized trainings and coordination meetings in

35
countries

reaching

1,487
beneficiaries

Throughout 2019, IOM continued supporting Member States with the roll out of the recommendations of the Guidelines to Protect Migrants in Countries Experiencing Conflict and Natural Disaster (or “MICIC Guidelines”), both through dedicated programming and by mainstreaming migrant-inclusive approaches in broader emergency preparedness, response and recovery work. IOM has continued the development and adaptation of awareness, guidance and training tools for different audiences and beneficiaries. IOM now provides a comprehensive range of flexible capacity building services for:

- **Emergency management** actors in migrants’ countries of destination;
- **Institutions** from migrants’ home countries that are mandated to assist their nationals abroad in the event of a crisis;
- **Migrants** themselves.

All services are delivered through IOM’s country offices with the support of Headquarters. Products and activities are designed and rolled out in partnership with key governmental counterparts and are adapted to cater to the needs and specificities of different actors in different geographical and operational contexts.



Migrant-inclusive evacuation drills in Thailand. © IOM 2019

NEW PRODUCTS DEVELOPED IN 2019

IOM has continued to expand its offer of products and services, building on the MICIC Guidelines and the capacity building materials it has already made available to governments and other partners. In 2019 the Organization developed:

- A set of 15 “Guidelines in Action” – thematic documents illustrating options for implementing key recommendations included in the MICIC Guidelines;
- Translated versions of the e-learning course for emergency responders developed in 2018 in partnership with the Council of Europe, covering key needs and options to make the delivery of emergency preparedness and response services more inclusive of migrants; and
- A set of materials to integrate migrant-inclusive considerations into camp coordination and camp management trainings.

IOM'S ACTIVITIES ON MICIC IN 2019

Throughout 2019, IOM's MICIC training packages and tools have been used to support capacity building, institutional strengthening and coordination processes all around the world. The Organization's country and regional offices, in partnership with governmental and non-governmental counterparts, have organized and contributed to 47 events (including training, conferences, consultative meetings, simulations and drills) in 35 countries all around the world (see map). Eleven have mainly targeted consular staff and labour attachés of migrants' home countries, 27 representatives of emergency management and immigration authorities, and civil society actors of migrants' host countries, and 5 migrant and their host communities. The remaining 4 were events with mixed audiences (e.g. consular staff and emergency management personnel) primarily aiming to generate dialogue and international or interinstitutional cooperation on these issues. The activities have involved a total of 1487 beneficiaries, 845 of which were women and 642 men, and 223 migrants.

In addition, the MICIC team has supported IOM's responses to Hurricane Dorian through an assessment mission in the aftermath of the disaster, aiming to best integrate migrant-inclusive approaches in disaster response and recovery operations for IOM and all relevant humanitarian sectors.

IOM, through its e-campus platform, also makes available two eLearning courses related to MICIC, respectively on :

- 1) Including migrants in local-level emergency service provision
- 2) Assisting nationals abroad in the event of a crisis.

These courses have been completed by 224 users over the year.

IOM'S OFFER OF SERVICES ON MICIC

Throughout 2019, IOM's MICIC training packages and tools have been used to support capacity building, institutional strengthening and coordination processes all around the world. The Organization's country and regional offices in partnership with governmental and non-governmental counterparts, have organized and contributed to 47 events (including training, conferences, consultative meetings, simulations and drills) in 35 countries all around the world (see map). Eleven have mainly targeted consular staff and labour attachés of migrants' home countries, 27 representatives of emergency management and immigration authorities, and civil society actors of migrants' host countries, and five migrants and their host communities. The remaining four were events with mixed audiences (e.g. consular staff and emergency management personnel) primarily aiming to generate dialogue and international or interinstitutional cooperation on these issues. The activities have involved a total of

1,487 beneficiaries, 845 of which were women and 642 men, and 223 migrants.

BANGLADESH. FOREIGN SERVICE PREPARE TO ASSIST NATIONALS ABROAD IN CRISES

The Government of Bangladesh has long engaged with IOM on activities related to the protection of nationals abroad, even before the inception of the MICIC Initiative and the publication of the MICIC Guidelines. The Ministry of Expatriates' Welfare and Overseas Employment, in collaboration with IOM, has started a workstream to improve institutional and operational capacities for preparedness and response to crises affecting nationals abroad. IOM has been supporting the development of a “Migration Crisis Operational Framework”. Developed through extensive consultations with key professionals based at capital and in foreign posts, the framework provides an overview of Bangladesh' relevant policy and institutional systems, and lays out key preparedness, response and recovery considerations, practices and approaches for the benefit of all relevant stakeholders. The framework, presented in December 2019 for further discussion and approval by the government, is complemented by revised consular contingency plans for five key countries in South East Asia and in the Gulf which host large numbers of Bangladeshi nationals.

RESETTLEMENT AND MOVEMENT MANAGEMENT



This map illustrates IOM overall international air movements on 10 December 2019 during which 1,509 persons from more than 61 nationalities travelled under IOM auspices from 55 countries of departure to destinations around the world.

In 2019, IOM supported

169
countries

in conducting
international movement
operations for

225,015
individuals

Whether to mitigate the consequences of displacement or maximize the benefits of planned migration, IOM's movement operations continue to grow in complexity and scope. At its very core, IOM is grounded in the movement of people. Through 69 years of field experience, the Organization has identified best practices from millions of migrant movements around the globe, informing the development of its many protocols. Every single day, IOM teams are moving people; whether for humanitarian evacuation, voluntary humanitarian return, resettlement or another pathway to admission.

Overall international movements

57%

Resettlement, Special Immigrant Visas, Family Reunification, Humanitarian Admission Programs, Special Displaced Migrants, Relocation within Europe (including for Unaccompanied Minor Children), Repatriation and humanitarian Assistance to Stranded Migrants.

37%

All other charter movements departing from Algeria, Libya, Luxembourg, Mali, United Republic of Tanzania, and Yemen.

6%

Other Movements in coordination with RMM.



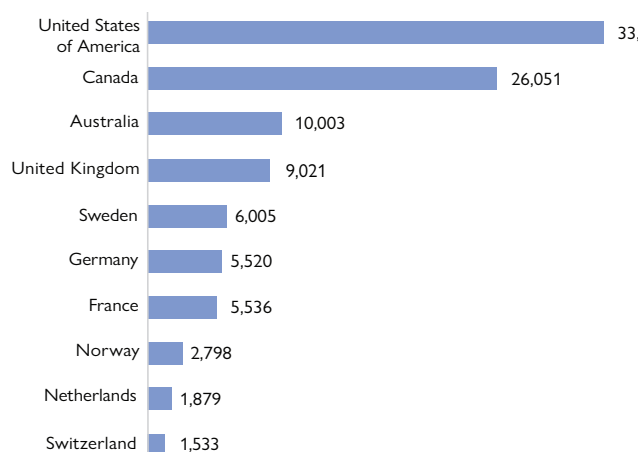
A quick smile, as one of the 183 refugees resettled prepares for his new life in France.
© IOM 2019

THIRD-COUNTRY SOLUTIONS

During 2019, IOM supported 30 countries to conduct resettlement, relocation and humanitarian admissions for 107,347 refugees and other vulnerable persons, with significant operations out of Afghanistan, Egypt, Ethiopia, Iraq, Jordan, Kenya, Lebanon, Malaysia, the United Republic of Tanzania, Thailand, Turkey, Ukraine and Uganda.

Of the above mentioned figures, the Emerging Resettlement Countries Joint Support Mechanism (ERCM) helped strengthen resettlement to South America whereby a total of 56 refugees were resettled to Brazil and Argentina.

Top 10 resettlement countries by number of persons admitted

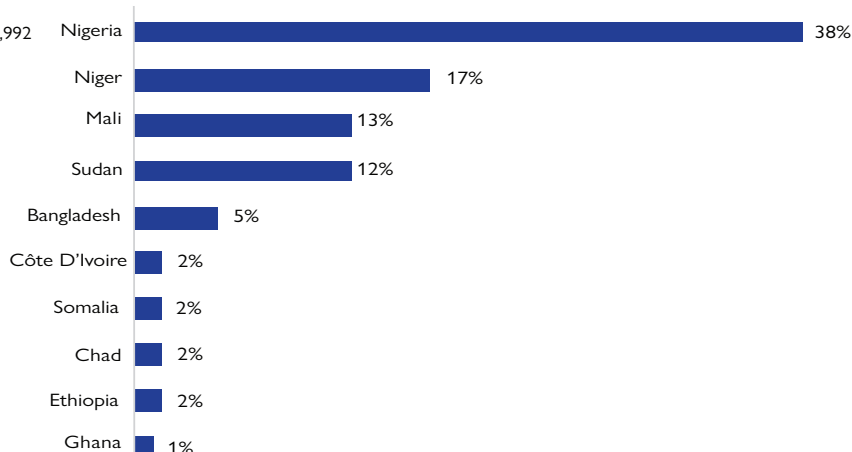


VOLUNTARY HUMANITARIAN RETURN

IOM assists migrants' returns from Libya and Yemen to their countries of origin through the voluntary humanitarian returns mechanism. Voluntary, as these returns are arranged at the express request of the individual returning, and humanitarian, as this assistance represents a life-saving option for many migrants who live in particularly deplorable conditions and sometimes inside detention centres.

All migrants who benefit from voluntary humanitarian return have been individually counselled and assisted in making an informed decision in line with their desires and specific needs.

Top 10 nationalities of persons who travelled by charter from Libya



MAINSTREAMING ACCOUNTABILITY TO AFFECTED POPULATIONS AND PROTECTION PROJECT (MAAP)

Protection and AAP are two critical institutional priorities to mainstream within resettlement and movement operations. Against this backdrop, IOM has established minimum guidelines for protection mainstreaming into resettlement and movement management.

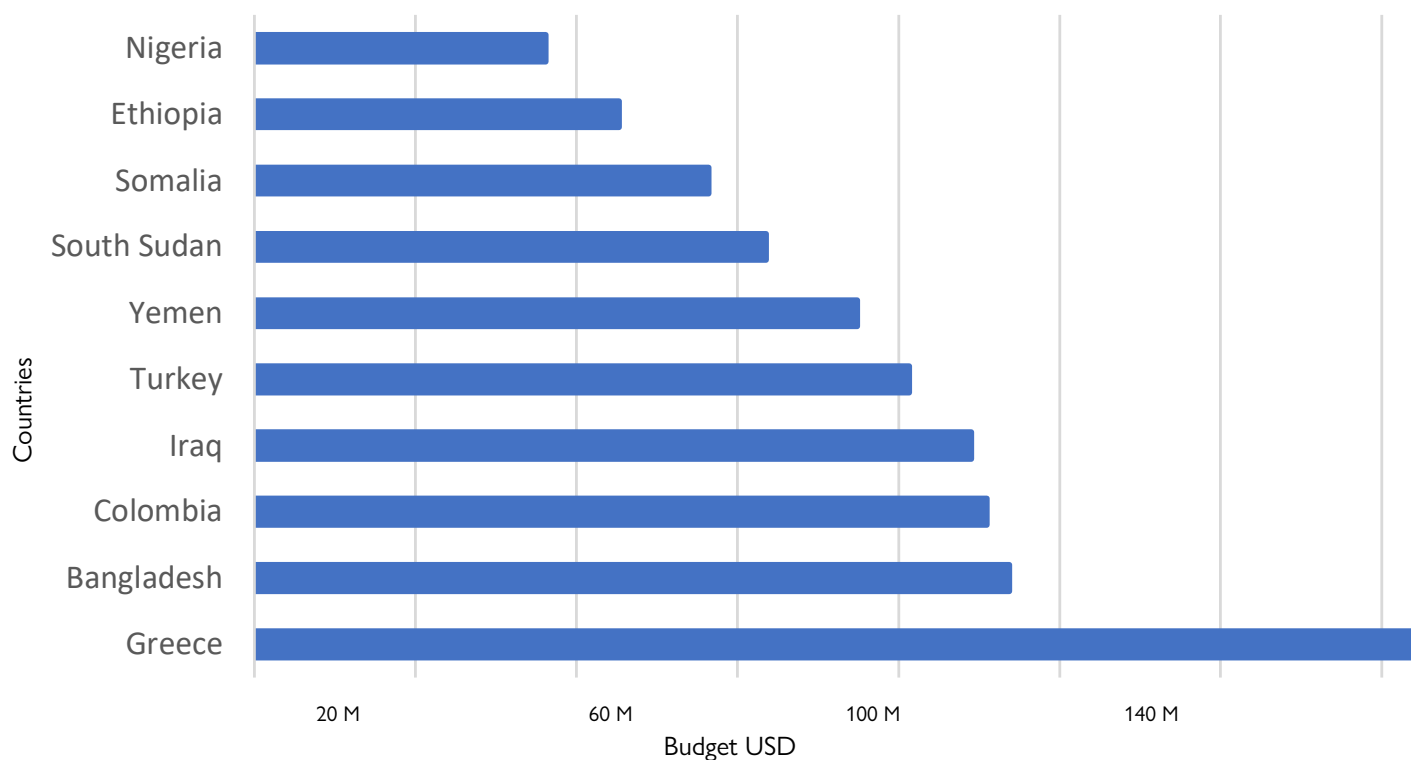
In 2019, IOM began to operationalize the recommendations set forth in these guidelines through the MAAP project. The key objectives are to strengthen staff capacities on protection and accountability to those IOM serves and developing a set of tools to support IOM staff in their efforts to operationalize these minimum standards globally. The project aimed to create a more effective and efficient means of collecting and assessing existing field tools and practices, as well as to create new tools to enhance compliance with the institutional minimum standards for AAP and protection. The project aimed to establish a methodology and knowledge management structure to harness and channel the provision of technical expertise and sharing of good practices beyond the project end date.

In particular, during counselling activity and irrespective of whether the migrant wants to file an asylum claim or not, IOM makes an initial assessment of any risks of ill-treatment, persecution or other human rights violations that the migrant may suffer in the case of return to the country of origin. Every migrant assisted by voluntary humanitarian return is screened against a specific set of criteria. These include medical fitness and available documentation to travel, as well as specific vulnerability criteria that might designate some migrant's cases as higher priority than others.

IOM must often make challenging transportation arrangements, such as charter flights and sea movements for migrants departing from Yemen and Libya.

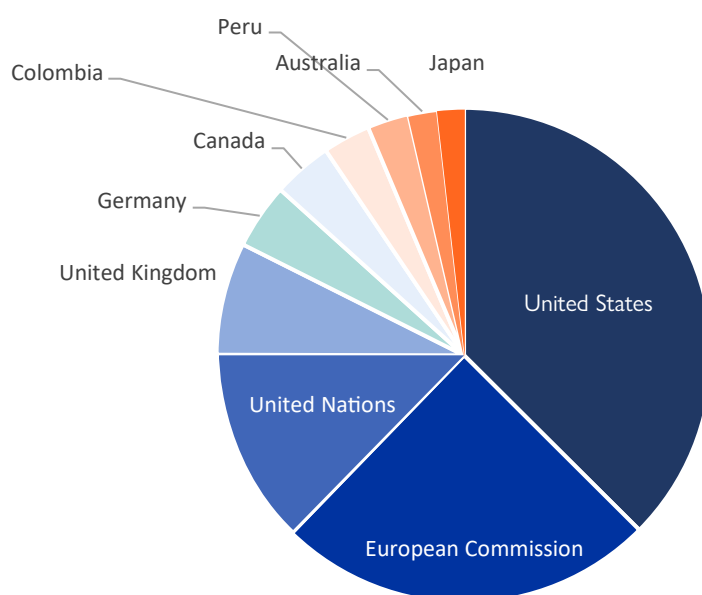
ANNEX I: FUNDING OVERVIEW

Top 10 countries with crisis related activities by volume of expenditure, 2019

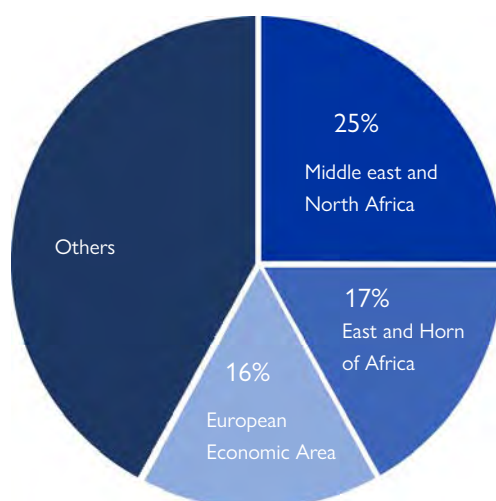


Top 10 donors to IOM's crisis related activities, 2019

Amount (USD)	Funding source
457,568,507	United States
302,609,117	European Commission
156,215,482	United Nations
89,850,220	United Kingdom
52,301,910	Germany
47,304,410	Canada
37,919,395	Colombia
33,243,813	Peru
22,247,666	Australia
21,953,569	Japan



Expense allocation by region, 2019



DOE EXPENDITURE 2019

Region	Preparedness and Response Division	Transition and Recovery Division	Land, Property and Reparations	Resettlement and Movement Management	Dept. of Operations and Emergencies Overall
Africa					
West and Central Africa region	43.134.175	33.751.584			76.885.758
East and Horn of Africa region	120.861.550	47.120.911		43.079.948	211.062.409
Southern Africa region	22.640.855	11.204.302		315.243	34.160.400
Total	186.636.580	92.076.797	0	43.395.190	322.108.567
Middle East and North Africa					
Middle East and North Africa region - total	179.639.321	69.048.373	501.242	62.050.959	311.239.895
Asia and the Pacific					
Asia and the Pacific region - total	108.954.824	38.870.990	328.174	29.795.124	177.949.113
Europe and Central Asia					
European Economic Area region	140.708.234	14.020.017		48.149.641	202.877.892
Eastern Europe & Central Asia region	24.932.451	17.248.206	148.883	11.073.297	53.402.838
Total	165.640.686	31.268.223	148.883	59.222.938	256.280.730
The Americas					
Central and North America including Caribbean region	5.833.806	2.409.622		6.978.051	15.221.480
South America region	29.087.163	65.536.912	17.922.609	680.441	113.227.125
Total	34.920.969	67.946.534	17.922.609	7.658.492	128.448.605
Headquarters					
HQ	13.372.481	2.454.301	81.893	35.727.669	51.636.344
Global level	689.164.862	301.665.218	18.982.802	237.850.372	1.247.663.254



Global Report 2019
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